

Now Hiring!

Hospitality Team Lead / Manager

- Full Time
- Hourly wage & benefits (PTO, health, cake!, etc.)
- Candidates must be 21 years or older to apply & able to commit at least two years (or forever 😊) of working at PBD
- Food Service &/or Barista experience preferred, but not required
- Friendly disposition, heart for serving others & a growth-mindset is a must

See full job description below.

Please email Hello@PureBlissDesserts.com to Inquire
OR bring it your resume & ask for an application.

Thank you for your consideration!

Pure Bliss Desserts Hospitality Team Lead

OVERVIEW: The Hospitality Team's fundamental role is to provide exceptional customer service and sustaining a shop environment which is welcoming, comfortable and pleasantly memorable. Establishing and maintaining stocked dessert cases, articulating the Pure Bliss Desserts philosophy to customers, serving desserts and beverages in a timely and cordial manner, assisting fellow team members, daily duties and maintaining shop cleanliness to high standards are all essential functions of the hospitality team.

The Hospitality Lead's responsibility is to equip and maintain the highest standards possible of the above stated by overseeing the team training, daily job function, continued education and follow through on systems to ensure that all hospitality team members have what they need to flourish. A team-oriented, hard-working, organized, direct and clear communicator, critical thinking individual with a growth mindset who likes people, desserts and Bellingham is necessary to thrive in this role and help take Pure Bliss to the next level of awesomeness.

SUPERVISOR: Pure Bliss Desserts Owners & Shop Manager

REQUIREMENTS:

- Authentically enjoy working with people, with a clear, direct and kind communication style
- Basic computer skills in word, excel and Google platform
- Able to lift 50 pounds and be on your feet for 6+ hours at a time
- Work 40 hours per week consistently
 - 25-28 hours active counter work: Monday-Friday or Tuesday-Saturday, 4 opening shifts, 1 closing shift per week
 - 12-15 hours administrative duties: dovetailing with opening and closing shifts as listed above (starting at 8-9am on various days)
 - Work a scheduled shift for major PBD holidays
- Desired: Barista experience

Essential Job Functions:

- Active Counter Work:
 - Leading with a strong front of house presence and holding team to expectations of such through excellent customer service and appropriate prioritization of tasks to ensure the customer's experience is idyllic – swift, kind & accurate service, fully stocked dessert case, spotless counter and lobby area, completion of chores and optimal work flow
 - Representing the Pure Bliss culture through all aspects of work performance and following all shop policies & procedures, and building up the entire PBD team as a whole through cross-department unity
 - Being a critical set of eyes for product consistency and presentation with regards to desserts & retail products
 - In the moment coaching, continuing education and feedback to team
 - Problem solving and critical thinking in all things systems, customers, flow & team
 - Building rapport with customers and community through a genuine and authentic customer service experience
- Administrative Duties:
 - Weekly assessment & ordering of specific front of house supplies
 - Ensuring order forms are complete and accurate
 - Prompt response and communication to team regarding systems, customer feedback or team/equipment/shop needs
 - Publishing the scheduling 1 month in advance
 - Interviewing and fully training new team members in all facets of the role
 - Conducting reviews for all Hospitality team members
 - Bi-monthly meetings with Hospitality Team and Shift Leads

- Active and engaged participant of the Leadership Team, including daily communications and monthly meetings
- Biweekly meetings with owner regarding goals for team and individual, feedback and department needs
- Making recommendations to owners and direct partnering with them to grow Pure Bliss into an even better version of itself

Compensation:

- \$20 hour, with 6-9 month re-evaluation
- \$5-6 additional per hour tip distribution
- Medical, Vision and AD&D insurance (paid at 75% by company) & optional dental insurance add-on
- Paid Vacation Accrual – 5 days per calendar year → 10 day accrual after year 2 in this role
- Retirement Matching (up to 3% of salary) after turn of 2nd year in any role at PBD
- Daily free Dessert & Beverage
- Fun company Perks including All-team gatherings, occasional lunch & savory snacks, raffle prizes for games & a free cake for your birthday