



DETAILED JOB SUMMARY

Extended Brands Store Associate

DEPARTMENT	Operations
REPORTS TO	Store Manager or Shift Leader
LOCATION	Assigned Store
FLSA STATUS	Non-Exempt (Hourly)
SHIFT WORKED	Days, Nights, Weekends
SALARY	Negotiable based on experience

POSITION OVERVIEW

Provides excellent guest service and is guest focused. Ensures company standards are maintained and complies with policies and procedures. Upholds and executes the vision and mission of Yogurtland Brands and assists others in doing the same.

CULTURAL QUALIFICATIONS

- **Humble** – We are modest, respectful, open and never arrogant, despite our successes. We grow by giving and accepting honest feedback, even when it is personally challenging.
- **Teamwork** – We work collaboratively by capitalizing on the strengths of every member of our team and collectively own both our successes and our shortcomings.
- **Passionate** – We love what we do, reach for the best, and strive to positively impact the lives of our guests, colleagues, franchisees, and vendors.
- **Innovative** – With an open mind and fresh ideas we are continuously evolving and creating new possibilities in our products, the way we do business, and our interactions with others.
- **THTK: Totally Honest - Totally Kind** - We work and live with great integrity, accountability, and compassion.

KEY METRICS

- Guest Feedback
- Operations Evaluations
- Food Cost

ESSENTIAL JOB FUNCTIONS

- Guest Service
- Follow recipes to ensure quality products
- Cash Handling
- Ensures cleanliness, health, and safety standards are always maintained
- Other job-related activities as requested by Store Leader

CORE COMPETENCIES

- Ability to maintain a fast pace
- Ability to problem solve quickly and effectively
- Effective customer service skills delivered with a friendly disposition
- Ability to handle responsibility
- Ability to communicate clearly and concisely

OTHER REQUIREMENTS (LICENSES/CERTIFICATIONS)

- QSR Experience
- Food Handler's Card (If required by local city or county)

PHYSICAL REQUIREMENTS

Continuous (67-100%)	Walking, standing, hand use, cash register.
Frequent (34-66%)	Bending, neck flexion, twisting and lifting up to 25 lbs from shoulder to shoulder, carrying up to 25-40 lbs up to 100 feet, pushing and pulling, fine manipulation, firm grasping, reach above to below shoulder, key board.
Occasional (11-33%)	Squatting, climbing, kneeling, lifting up to 50 lbs from floor to shoulder, gross manipulation.
Seldom (1-10%)	Sitting, climbing, and lifting up to 10-25 lbs from floor to above head, lifting 26-50 lbs from waist to above head, carrying up to 50 lbs up to 200 feet, 10 key.