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| <p style="text-align: center;"><b>Job Description</b><br/><b>Production Position</b></p> |
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**Reports to:** Store Manager or Supervisor

**JOB SUMMARY**

Works under direction of the Store Manager. Makes assigned products in the store. Possible products include: fudge, corns, brittles, caramel and/or chocolate dipped items, waffle cones / bowls. Also performs customer service duties; cleans and restocks.

**ESSENTIAL FUNCTIONS**

1. Greets and interacts with customers
2. Answers customer questions and makes sales suggestions
3. Knows Kilwins History
4. Makes product following Kilwin's approved recipes
5. Follows proper sanitation / health department regulations for food handling
6. Quality control
7. Properly stores products
8. Restocks product displays
9. General cleaning; dust, sweep, mop, and wash windows, empty garbage
10. Gives samples of designated items

**ADDITIONAL RESPONSIBILITY**

1. Assists drivers when deliveries are made
2. Puts away, rotate stock. Helps update prices
3. Cleans/polishes equipment

**KNOWLEDGE, SKILLS AND ABILITY**

1. Ability to work well with others, listens well and follows direction
2. Must be customer service oriented, with good personality and manners
3. Must read and speak English and have good communication skills

**EDUCATION AND EXPERIENCE**

1. Previous sales experience helpful, but not necessary
2. Ability to follow directions/instructions during training period

**PHYSICAL REQUIRMENTS**

1. Must be able to lift 40 pounds
2. Must be able to stand for long periods of time in retail store environment