



Joltista Job Description

Summary

Joltistas make work a high priority in your life. Treat customers and coworkers as the priceless people that they are. Prepare, customize, and serve delicious drinks in a fast-paced environment. Work in occasionally stressful situations with a consistently positive attitude. Ability to run cash register quickly and accurately. Ability to work in a team and independently. Always maintain the highest integrity. Reports to Shift Lead, Manager, Director of Talent and Owners.

Job Duties:

- Provides the highest level of customer service, striving to brighten the day of every customer and co-worker
- Customer service orientated - Always puts customers first
- Able to master all aspects of their position in a timely manner.
- Through knowledge of all Jolt Policies and Procedures and is a shining example of Jolt Culture
- Learns all Jolt products and educates customers to the perfect fit and meet their needs
- Greets customers immediately
- Takes customer orders quickly and accurately following Dialing it Down guidelines and Jolt scripts
- Able to keep lines moving
- Embodies Jolt Culture
- Treats customers, co-workers, and Jolt equipment, with the utmost respect.
- Able to communicate clearly and loudly to team members and customers
- Maintains a positive attitude
- Must possess basic math skills and ability to count cash and change accurately
- Receive and process payments
- Ability to multitask and move with speed, accuracy and consistency
- Pays attention to details
- Maintains a clean work area at all times
- Make drinks following all Jolt recipes accurately
- Adheres to Health Code regulations ensuring area is clean and maintained
- Focuses on cleanliness and limiting spills and waste
- Maintains equipment through regular cleaning and appropriate use
- Ability to stay in assigned station and follow duties as assigned
- Ensures all duties are completed during shift including but not limited to shift checklists
- Proficient in opening & closing procedures
- Utilizes time wisely, always working during slow times without being reminded or told
- Reports any customer complaints, equipment issues, or other issues to management in timely manner
- Able to follow directions from management without multiple reminders
- Coachable and willing to learn
- Is a team player and strong communicator
- Supports a positive work environment by not engaging in gossip or behavior that is not inline with Jolt Culture.
- Early mornings, nights, weekends and some holidays are required. 20 hours, 4 shifts per week minimum.
- Punctual and able to maintain regular attendance without shift or schedule changes
- Arrives for shifts on time & ready to go and has a flexible schedule

(And any other duties that may be assigned by your manager)

I've read and look forward to continually referencing my Jolt Culture Book. By signing this form, I acknowledge that I have received a copy of this document for my records.

Signed Name

Printed Name

Supervisor Signature

Printed Name

Date