

Kara Kakes

799 Franklin Ave
Franklin Lakes, NJ 07417
201-485-8889

Job Title: Counter Staff / Sales Associate

Job Summary: Our counter staff is relied on to expertly receive an intake of customized specialty orders including cakes, cupcakes, and more. We are looking for a reliable and friendly sales associate to independently run the front of the store on a regular, day-to-day basis. The ideal candidate will be able to accurately receive payments through our point-of-sale system (Square), and will be able to engage in a friendly and welcoming manner to all customers who visit our store. We are seeking an individual who can be flexible with work hours, and displays a positive and friendly attitude when interacting with customers and coworkers. Weekday, weekend, and holiday availability required.

Responsibilities: Counter staff are required to...

- Receive payments and issue refunds in accordance with store policies
- Maintain a safe and clean working environment
- Memorize product and service offerings
- Answer customer questions and provide accurate information on procedures or product offerings
- Maintain accurate communication with supervisors, event staff, and kitchen employees
- Correspond with customers via email or over the phone
- Fill inventory and boxes
- Accept an intake of detailed, specialty orders
- Resolve customer complaints

Qualifications & Skills:

- 1+ year experience in a customer service role required
- Experience in food service industry preferred
- Ability to prioritize competing tasks efficiently
- Daytime weekday, weekend, and holiday availability required
- Exceptional organization and time-management skills
- A team player with a can-do attitude
- Excellent communication skills
- Positive and helpful attitude towards customers and coworkers
- Ability to lift 25+ pounds

About Us:

Kara Kakes opened in 2015, and has been serving over-the-top cupcakes for over four years. This glitzy and glamorous cupcake shop is run by a team of friendly and talented staff members who are always willing to go the extra mile. While our main product line is our cupcakes, we also offer a wide selection of specialty cakes, cookies, cake pops, and other treats to our customers in the northern New Jersey area. The Kara Kakes company prides itself on providing the Ultimate Cupcake Experience to every customer that walks through our doors.

Send resumes to info@kara-kakes.com or stop in Kara Kakes during business hours to inquire about this position!