

Job Requisition: Team Lead –The Highland Cow

Position: Team Lead

Location: 2120 S. Milford Rd, Highland, Michigan

Employment Type: Part-Time (20-32 hours) to Full Time (32-40 hours)

Compensation: \$18.00–\$23.00 per hour (including tips)

Position Summary

We're looking for dependable, energetic, and customer-focused Team Leads to help oversee daily operations in our local, newly-opened ice cream and coffee shop. This role is ideal for someone who enjoys leading by example, providing exceptional customer service, being proactive and organized, and creating a welcoming environment for both guests and team members.

The Team Lead is responsible for supporting daily operations, coaching staff, maintaining food safety and cleanliness standards, training, communication, and ensuring every guest receives a great experience.

Minimum Qualifications & Skills

- Must be **18 years of age or older**
- Ability to work a **minimum of 20 hours per week**
- Must be available to consistently work **opening and/or closing shifts. Hours will vary by season.**
- Previous customer service, food service, or leadership experience preferred
- Reliable transportation and strong attendance record
- Ability to stand for extended periods and lift up to 30 pounds
- Strong teamwork, customer service, and interpersonal skills
- Basic math and cash handling skills and ability to multitask in a fast-paced environment
- Dependable, fun, positive attitude, and willingness to learn
- Flexibility and problem-solving abilities

Essential Responsibilities

Leadership & Teamwork

- Lead shifts by setting a positive example and maintaining a productive work environment.
- Support, train, coach, and motivate team members during daily operations according to company standards.

- Help resolve customer concerns professionally and promptly.
- Communicate effectively with management regarding operational needs.
- Proactively manage labor on shift including delegating and completing deep clean tasks or cutting the floor when needed.

Customer Service

- Deliver friendly, efficient, knowledgeable, and welcoming service to every guest.
- Prepare customer orders accurately and efficiently.
- Build positive relationships with guests and encourage repeat business.
- Handle customer questions and concerns with professionalism.

Cash Handling

- Operate the point-of-sale (POS) system accurately.
- Process cash, credit card, and digital payments.
- Balance cash drawers and assist with opening and closing cash procedures.

Food & Beverage Service

- Prepare and serve coffee, espresso beverages, ice cream, and other menu items according to company standards.
- Maintain food quality, presentation, and portion consistency.
- Follow all food safety, sanitation, and health department regulations.
- Restock ingredients and supplies throughout each shift.

Cleaning & Store Maintenance

- Maintain a clean, organized, and safe work environment.
- Complete daily opening, closing, and cleaning checklists.
- Wash dishes, sanitize equipment, and clean customer areas.
- Ensure building security and team safety proactively.

Compensation & Benefits

- \$18.00–\$23.00 per hour, including tips
- Flexible scheduling
- Employee discounts
- Positive, team-oriented work environment with potential for advancement or additional responsibilities.

If you enjoy working with people, leading a team, and serving great coffee and ice cream in a fast-paced environment, we'd love to hear from you. Please complete a digital or paper application!