

Cake Decorator

Shift – days Monday through Saturday

Scope

Meet and exceed internal and external customer expectations! Meet quality standards for excellence and consistency. Create new relationships with customers so we create customers for life. Consistently educate and create a wonderful experience for every person that walks through our doors, whether they are external customers or internal customers. See our Bakery as a home and our customers and co-workers as our most important guests.

Accountabilities –

- .Be knowledgeable regarding all of cake kits so we can offer value added recommendations to our guests and provide support for internal customers.
- Be knowledgeable regarding special issues associated with the different products, icings, fondant etc.
- Manage galleries and albums so that they are current and offer variety
- Design and produce display cakes for shows and store throughout the year
- Build, ice, and decorate using a variety of mediums including but not limited to airbrushing, piping with butter cream, working with fondant and other kits to decorate cakes to exceed customer satisfaction.
- Proficient at piping, drawing, airbrushing, and other mediums associated with decorated cakes and share the responsibilities with other decorators.
- Repair, scrape and redecorate under pressure when complaints present themselves.
- Place orders weekly ensuring bakers, builders, decorators, retail have everything they need to provide great service to our customers.

Soft Skills needed for the position

- Strong verbal and written communication skills
- Sense of ownership – being able to begin with the end in mind and do whatever it takes to get the job done
- Strong sense of personal accountability – learning from mistakes and failures verses deflecting and blaming others so that they don't happen again.
- Professionalism in communication, appearance, and interactions with others both internally and externally
- Team Player – willing to negotiate with team members to ensure that all aspects of the orders are completed and delivered on time