

We're currently on the lookout for energetic, like-minded superstars to join the Yo-Chi team! If you possess a positive attitude, are passionate about healthy, fresh, gourmet frozen yogurt and looking for career opportunities within a leading Australian specialty store, we'd love to hear from you!



Who We Are:

We are proudly home to the world's best frozen yogurt. Our yogurt is all natural, made from the highest quality fresh ingredients, 98% fat free, and contains active cultures & probiotics to have our customers feeling good from the inside, out. We pride ourselves on delighting our customers with the highest quality product, service and in-store experience each and every time they visit. Locally owned and proudly Australian, we are passionate about our customers, our planet and our community.

What We're Looking For:

We're looking for a clever, energetic Area Manager with tonnes of personality to lead an empowered team of Store Managers and foster a positive and fun in-store culture. The perfect candidate will have at least 2 years previous experience as an area manager within a hospitality environment, and experience at driving revenue to meet daily sales targets, assisting with marketing and promotions, and day-to-day administrative tasks such as reporting and banking.

Position Title: Area Manager

Reports To: Senior Management

Direct Reports: Store Managers

Essential Attributes & Skills:

- Previous experience in a retail or food service environment
- A proven ability to motivate, train and manage small teams to achieve set targets
- Demonstrated experience at developing and implementing sales and marketing strategies
- Exceptional customer service skills, professionalism, integrity, and a can-do attitude
- Outstanding interpersonal and communication skills, including a demonstrated ability to build and maintain effective relationships with customers, other team members and senior management
- A proven ability to multi-task and undertake responsibilities proactively in line with Yo-Chi's values
- A working knowledge of the Microsoft Office suite
- A flexible schedule; and
- A passion for our product, our brand, and what we stand for

Qualifications:

A relevant tertiary degree would also be highly regarded, though this is not essential.

YO-CHI CAREERS



Key Position Responsibilities:

As Area Manager for Yo-Chi, your responsibilities will span the following areas:

(1) Area Management

- Setting goals and expectations for each store and conducting regular store visits to ensure operational compliance with Yo-Chi policies and procedures
- Training and motivating store managers and teams in all areas of operation
- Overseeing the performance and development of Store Managers and their respective teams
- Ensuring customer service initiatives are in place, including product launches, competitions and media events

(2) Store Management

- Grow top line sales by identifying and driving improvements as well as developing and executing in-store marketing plans
- Maintaining a pristine store appearance, toppings bar, yogurt machines and treat station
- Ensure strict staff adherence to all relevant procedures and policies including OH&S

(3) Staff Management

- Manage daily store activity, set clear annual performance objectives with staff, undertake annual performance reviews, provide regular staff feedback and coaching, and initiate corrective action where required
- Motivate and coach a high-performing, customer-focused in-store team that seeks to delight with every customer interaction
- Select and recruit new Yo-Chi staff, and provide them with a comprehensive induction and training

Work Hours:

38 hours a week, plus reasonable additional hours where required.

If this sounds like you, we'd love to hear from you! Apply today by sending your CV and cover letter to: nicole@yochi.com.au