Aerostat Creamery is looking for a reliable, hands-on General Manager to help lead the daily operations of our locally owned ice cream shop in Murrieta. We make and serve our own ice cream, along with scoops, sundaes, shakes, floats, pints, and catering items.

We are looking for someone who can take ownership of the shop, lead employees, make good decisions independently, and help maintain a clean, organized, friendly, and profitable business.

This is not a desk manager position. The General Manager works alongside the team, serves customers, makes ice cream, handles busy rushes, maintains standards, solves problems, and helps make sure the shop runs properly when the owner is not there.

About the Role

The General Manager is responsible for helping run daily shop operations, including customer service, employee supervision, cleanliness, scheduling support, inventory, cash handling, training, ice cream production, and daily accountability.

The right person will be comfortable jumping in wherever needed. That may include helping customers, making menu items, correcting an employee, cleaning the store, restocking product, producing ice cream, handling a customer complaint, managing a rush, or making sure closing duties are completed correctly.

This position requires someone who can work independently and make good decisions without constant supervision. The General Manager must be able to recognize problems, prioritize tasks, communicate clearly, and take ownership of the shop's daily performance.

Schedule

This is a part-time position, generally 20-25 hours per week. Nights and weekends are required.

Normal working days will generally include **Monday through Friday**, and the schedule will also include **at least one weekend day per week**. Exact days and hours may vary based on business needs, staffing, events, training, production needs, and seasonal demand.

The General Manager should expect a consistent but flexible schedule that supports both weekday operations and weekend customer demand.

Primary Responsibilities

- Lead daily shop operations and help ensure the store runs smoothly
- Provide excellent customer service and set the tone for the team
- Supervise, train, coach, and hold employees accountable
- Work hands-on during busy periods, including scooping, making shakes, sundaes, floats, and other menu items

- Make ice cream according to Aerostat Creamery recipes, procedures, production needs, and quality standards
- Maintain consistency in ice cream quality, flavor, appearance, labeling, storage, and rotation
- Help keep core products, popular flavors, pints, cones, toppings, and supplies stocked
- Work independently and make sound decisions when the owner is not present
- Maintain cleanliness, food safety, and presentation standards
- Ensure opening, closing, cleaning, production, and restocking tasks are completed properly
- Handle customer complaints professionally and calmly
- Monitor labor, waste, inventory, and product levels
- Support scheduling and help manage employee attendance issues
- Handle cash, deposits, POS procedures, refunds, discounts, and basic reporting
- Communicate clearly with the owner about issues, staffing, maintenance, sales, production needs, employee concerns, and daily operations
- Help improve sales, customer experience, team performance, cleanliness, and operational efficiency
- Complete daily closeout reports, weekly updates, production notes, and other required manager communication
- Help maintain accountability through checklists, photos, inventory checks, product logs, and owner follow-up

What We Are Looking For

- Previous management, shift lead, or supervisory experience required
- Food service, retail, dessert shop, coffee shop, restaurant, or similar experience preferred
- Strong reliability and attendance history
- Ability to lead employees without drama or excuses
- Comfortable working evenings, weekends, holidays, and busy rushes
- Able to stay calm under pressure
- Strong customer service skills
- High standards for cleanliness and organization
- Willingness to do hands-on work, not just delegate
- Willingness and ability to learn ice cream production
- Ability to work independently without constant direction
- Ability to give direction, correct employees, and follow up
- Basic understanding of labor control, inventory, waste control, and daily sales goals
- Honest, responsible, and trustworthy with cash, keys, product, and store operations
- Good communication skills and ability to report issues clearly
- Comfortable being held accountable to measurable standards

This Job Is a Good Fit for Someone Who:

- Takes pride in doing things the right way

- Can lead younger employees with patience but firmness
- Notices when something is dirty, empty, disorganized, or not being done correctly
- Understands that small details affect customer experience
- Can work independently without the owner constantly being present
- Wants to learn or improve ice cream production skills
- Can balance customer service, labor, cleanliness, product availability, and employee accountability
- Wants to help grow a small local business
- Is comfortable being both a leader and a worker

This Job Is Not a Good Fit for Someone Who:

- Only wants a manager title but does not want to work the counter
- Avoids confrontation or accountability
- Needs constant reminders to complete basic tasks
- Cannot work independently
- Cannot work nights or weekends
- Blames coworkers, customers, or previous employers for every problem
- Does not like cleaning, restocking, production work, or jumping in during rushes
- Is uncomfortable being measured on performance, cleanliness, labor, product availability, and communication
- Wants a slow-paced job with little responsibility

Performance Expectations

The General Manager will be expected to help maintain strong operating standards in areas such as:

- In-store sales performance
- Labor control
- Product availability
- Ice cream production
- Cleanliness and closing standards
- Customer service
- Employee accountability
- Cash/POS accuracy
- Inventory and restocking
- Daily and weekly communication

We are looking for someone who does not just report problems, but helps solve them.

Application Process

We take this position seriously because the General Manager plays a major role in the success of the shop. Qualified candidates may be asked to complete the following steps:

1. Online application with work-history and scenario-based questions
2. In-person interview
3. Evaluation shift for final candidates
4. Reference check before final hiring decision

The evaluation shift allows us to see how you work with customers, employees, pace, cleanliness, independence, and real shop situations.

How to Apply

Please visit www.aerostaticecream.com/careers to apply. Have your résumé handy, as you will be asked to provide it along with your application. Answer all application questions thoughtfully. Short, incomplete, or generic answers may not be considered.

We are looking for someone dependable, capable, honest, and ready to take ownership of the shop. If you are a hands-on leader who enjoys customer service, team development, ice cream production, and running a clean, organized business, we would like to hear from you.