

Part-Time Guest Service Representative Positions Available!

Must be available for work shifts **between 9 AM and 4 PM, Monday through Friday, and some Saturdays.**

Nothing Bundt Cakes, Kildeer, IL, is looking for friendly and energetic people to join our team in the role of a Guest Service Representative (GSR)!

The GSR position serves both the walk in and phone guests by providing creative solutions in a warm and welcoming environment. Guest Service Representatives will also perform side work duties for the crafting department as well as some clerical and light cleaning duties.

Responsibilities may include but are not limited to:

- Introduce walk-in guests to our bakery and our products with a guest tour.
- Assist guests with walk-in orders while providing creative solutions to all of their needs.
- Suggest appropriate cake decorations, show gift/retail items, and up-sell with candles and cards.
- Assist phone guests by placing incoming orders and providing creative solutions to their needs.
- Give cake presentations while ensuring all product meets the bakery quality standards.
- Operate & balance the (POS) point of sale system with accuracy and efficiency.
- Gather and input guest email addresses.
- Keep samples available during all hours of operation.
- Maintaining a strong knowledge of Nothing Bundt Cakes' products, prices, and promotions.
- Maintain a clean retail area to ensure the areas are swept, dust free and neatly merchandised.
- Duties assigned by crafting department such as fluffing bows and making design pieces.

Job Requirements:

- Possess strong sense of teamwork.
- Ability to take direction and follow instructions.
- Consistently demonstrate a strong sense of ethics and integrity.
- Outgoing and friendly personality. Not timid about engaging with people.
- Ability to multi-task and pay attention to detail.
- Strong sales ability.
- Genuine care and desire to meet others' needs.
- Ability to work with a sense of urgency.
- Ability to work under pressure, effectively.
- Demonstrate the ability to take initiative.

Nothing Bundt Cakes is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, disability, religion, national origin or any other basis prohibited by applicable law. Hiring and promotion practices are performed without regard to the above listed items.