



## **Deli Counter**

**Purpose:** To provide excellent customer service and foster an open level of communication with all kitchen staff.

**Status:** Reports to the Deli Manager and General Manager.

### **ESSENTIAL FUNCTIONS:**

- Greet customers, offer exceptional customer service
- Salad bar prep
- Making/maintain coffee
- Making Sandwiches, wraps & pizzas
- Baking off cookies & other baked goods
- Salad prep & packaging
- Grab & Go upkeep
- Deli case upkeep
- Using meat/cheese slicer
- Aid in setting hotbar
- Soup prep
- Stocking supplies
- Proper date checking
- Proper equipment cleaning
- Dish-washing and keeping the dish washing area free of clutter
- Know and promote Co-op principles and mission

### **PERFORMANCE CRITERIA:**

- Provide exceptional customer service
- Efficiently follows Shift Guides
- A heightened sense of urgency
- Work in team setting & also be able to work independently
- Ability to accept direction and follow through with delegated tasks
- Excellent communication skills
- Ability to safely operate all deli equipment including food processor, shrink wrap machine, manual and/or electric scales, calibrator for thermometers, convection oven, stove & knives.
- Food prep
- Keep accurate records (shrink & transfers)
- Cooperation, flexibility and respect for co-workers

### **QUALIFICATIONS:**

#### **Required:**

- Customer Service experience
- Ability to interact with a diverse group of customers

**Desired:**

- Deli or food service work
- ServSafe certification
- Familiarity with natural foods
- Familiarity with Co-op's

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Ability to communicate effectively with coworkers and customers.
- Ability to read, count and write to learn about product and policy, and accurately complete all documentation.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to lift up to approximately 50 pounds occasionally and 20 lbs frequently. Ability to work varied hours and days, including evening and weekend shifts

**Important Disclaimer Notice:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.