

NATURAL HARVEST FOOD CO-OP BAKER JOB DESCRIPTION

Purpose: To prepare quality baked goods and desserts according to deli recipes in a timely, efficient manner. To package, wrap, label and serve fresh, high quality food and provide prompt, friendly, helpful customer service to help the deli department meet goals for sales, margin, labor costs and customer service.

Status: Reports to Deli Manager
Pay Level II
Part-time hourly position, 15 hours per week

NATURAL HARVEST CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF:

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Accurately answer customer questions about products, store policies and co-op membership.
- Take initiative to constantly learn about products, product location and policies.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

Responsibilities:

I. CUSTOMER SERVICE

- A. Prepare specialty coffees and serve to our customers in a friendly and upbeat manner. Prepare smoothies and sandwiches to order and serve customers from hot and cold deli cases in prompt, friendly, courteous manner.
- B. Offer tastes, samples, suggestions for purchase and ways to prepare products.
- C. Report customer suggestions, comments and/or complaints to Deli Manager.
- D. Stock deli display cases fully to give feeling of abundance.
- E. Ensure freshness of deli items by rotating and by keeping batches separate by date.
- F. Label or sign items with price and ingredients where appropriate.
- G. Prepare baked goods for catering jobs

II. FOOD PREPARATION

- A. Prepare cookies, pastries, cakes and breads according to established recipes.
- B. Follow production schedule as directed by Deli Manager to maintain consistent inventory
- C. Assemble, wrap and price baked goods and desserts as needed.
- D. Repackage deli items purchased from outside sources for resale as needed.
- E. Maintain kitchen in sanitary and orderly condition, following health department standards.
- F. Research and develop new recipes and recommend to deli manager.

III. DEPARTMENT MAINTENANCE

- A. Pull old or low-quality items, record and properly dispose of them, following established procedures.

- B. Maintain counter, deli cases and prep areas in sanitary and orderly condition following health department regulations.
- C. Stock and tidy up condiments/self-serve coffee area.
- D. Remove trash promptly, sweep and mop counter areas as needed.
- E. Follow safety, storage and labeling procedures.
- F. Use equipment safely. Monitor cooler temperatures. Advise Deli Manager of equipment repair and replacement needs.
- G. Participate in periodic inventory counts.
- H. Carry out established opening procedures.

IV. OTHER

- A. Attend department and storewide meetings.
- B. Perform other tasks assigned by Deli Manager, including attending events where Natural Harvest Food Co-op serves food

QUALIFICATIONS

- Experience in baking cakes, cookies and bread from scratch, including gluten-free and special diet baked goods and desserts
- Experience working in a commercial kitchen environment, working with commercial mixer and oven
- Ability to work independently, be self-motivated and able to set and follow a production schedule
- Ability to handle multiple demands and work on multiple recipes at the same time.
- Ability to be task oriented and focused
- Ability to project friendly, outgoing personality
- Attention to detail and time keeping skills
- Communications skills--good listener
- Ability to lift 50 lbs.
- Ability to stand for long periods and work in hot, humid and cold environments
- Manual dexterity with kitchen equipment
- Regular, predictable attendance and willingness to work early morning shifts