

NATURAL HARVEST FOOD CO-OP DELI ASSISTANT JOB DESCRIPTION

Purpose: To grow sales for our store and to grow meaningful connections in the community. Specifically, to prepare quality food 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 I
Part-time hourly position, 20-25 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 sandwiches to order and serve customers from hot and cold deli cases in prompt, friendly, courteous manner.
- B. Prepare and serve fresh juices and smoothies to customer order.
- C. Offer tastes, samples, suggestions for purchase and ways to prepare products.
- D. Maintain specials board.
- E. Report customer suggestions, comments and/or complaints to Deli Manager.
- F. Stock deli display cases fully to give feeling of abundance.
- G. Ensure freshness of deli items by rotating and by keeping batches separate by date.
- H. Label or sign items with price and ingredients where appropriate.
- I. Cut, wrap and weigh cheese to maintain fully stocked cheese case.
- J. Prepare trays for catering jobs.

II. FOOD PREPARATION

- A. Prepare deli foods, including soups, salads, wraps and sandwiches, spreads and dips according to established recipes.
- B. Follow production schedule as directed by Deli Manager.
- C. Assemble, wrap and price sandwiches and other deli food 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. Keep seating area clean, removing dishes and trays, wiping clean all surfaces, removing trash promptly.
- D. Stock and tidy up condiments area.
- E. Remove trash promptly, sweep and mop counter areas as needed.
- F. Follow safety, storage and labeling procedures.
- G. Use equipment safely. Monitor cooler temperatures. Advise Deli Manager of equipment repair and replacement needs.
- H. Participate in periodic inventory counts.
- I. Carry out established opening and closing procedures.

IV. OTHER

- A. Attend department and storewide meetings.
- B. Perform other tasks assigned by Deli Manager.

QUALIFICATIONS

- Experience working in a commercial kitchen environment
- Ability to handle multiple demands, stay calm under pressure and always put the needs of our customers first
- Ability to project friendly, outgoing personality
- Attention to detail
- Communications skills--good listener
- Ability to lift 50 lbs.
- Ability to stand for long periods, twist and bend frequently
- Manual dexterity with kitchen equipment
- Task oriented and focused
- Regular, predictable attendance