

## **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 – Hourly/Non-Exempt Position  
Part-Time 12-29 hours per week  
Full-Time 30-40 hours per week

### **NATURAL HARVEST CUSTOMER SERVICE & 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 ownership.
- 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 ownership.
- 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. 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. Stock and tidy up condiments 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 and closing procedures.

### **IV. OTHER**

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