

NATURAL HARVEST FOOD CO-OP ASSISTANT DELI MANAGER JOB DESCRIPTION

Purpose: To grow sales for our store and to grow meaningful connections in the community while providing prompt, friendly customer service in a fast-paced deli environment. To ensure the deli department runs efficiently and effectively. Specifically, to help the deli meet goals for sales, margin, labor costs, and customer service. To provide training, oversight, and guidance to deli assistants to build a successful team. Prepare all foods according to recipes and ensure the salad/hot bar and grab and go cooler are stocked and clean.

Status: Reports to Deli Manager
Pay Level III – Hourly/Non-Exempt
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 the 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:

Primary responsibility is to assist the Deli Manager in achieving the highest standard for customer service, product consistency and taste, deli staff supervision, and a clean and regularly maintained Deli Department.

I. PURCHASING

- Assist the Deli Manager with all aspects of ordering products and inventory control

II. MERCHANDISING

- Assist the Deli Manager in planning attractive deli displays, using color and texture breaks to enhance visual approach.
- Ensure displays are replenished and rotated daily.
- Assist with pricing of deli products to achieve margin and sales goals, while maintaining a competitive image.
- Manage shrink to maintain appropriate margins and price points.
- Assist customers with questions and special orders.
- Assist with clear, attractive, consistent signage.
- Set prep and production priorities for deli staff.
- Assist with providing product information to customers and staff and Marketing Manager.
- Visit other stores regularly for price comparisons, product and merchandising ideas.

III. DEPARTMENT MAINTENANCE

- Assist the Deli Manager with developing and maintaining in-house prepared food program ensuring proper inventory levels, variety and consistency.
- Keep accurate records of department transfers, credits and losses as required by the accounting department.
- Ensure accurate up-to-date records of cost of preparing deli items.
- Conduct regular inventory counts.

IV. FOOD SAFETY

- Maintain current food handler's license.
- Assist with training all department staff to uphold required food safety standards
- Ensure compliance with health department, weights and measures and USDA standards for food safety and labeling.

V. SUPERVISION--for Deli Department staff

- Assist the Deli Manager in hiring qualified applicants following established policy.
- Ensure prior to and on-the-job training, as directed by the Deli Manager, so all new hires have optimum opportunity for success.
- Assist with staff evaluations.
- Take disciplinary action as needed following established policy in consultation with the Deli Manager.
- Assist with scheduling hours for department within budget.
- Assist with the agenda of regular department meetings and document major points of discussion.
- Ensure department staff are informed of storewide meetings and policy changes.

VI. OTHER RESPONSIBILITIES

- Attend Management storewide meetings.
- Perform other tasks assigned by the Deli Manager.
- Perform Manager on Duty shifts as assigned.
- Attend and work events that Natural Harvest Food Co-op is catering or participating in.

QUALIFICATIONS

- Experience cooking/prepping food in a professional kitchen environment.
- Ability to project friendly, outgoing personality.
- Ability to work independently and be self-motivated
- Communications skills--good listener, clear instructions.
- At least one year supervisory experience
- Basic computer skills (Microsoft Word, Exel, email and internet)
- Ability to handle multiple demands.
- Demonstrated ability to follow through on commitments.
- Ability to lift 50 lbs
- Ability to stand for long periods of time
- Ability to twist, squat and lift above your shoulders
- Ability to work in cold and hot environment (kitchen coolers, freezers, kitchen)
- Manual dexterity with kitchen equipment
- Task oriented and focused
- Knowledge of natural foods and special dietary needs.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.
- Willingness to share your enthusiasm for food with staff and customers