

NATURAL HARVEST FOOD CO-OP

Deli Lead Job Description

Purpose: To grow sales for our store and to grow meaningful connections in the community. Specifically, to help the deli meet sales, margin, and labor goals through efficient production of fresh, high-quality food and superior customer service. To provide training, oversight, and guidance to deli staff and prepare food according to recipe and food safety regulations.

Status: Reports to Deli Manager
Pay Level II – 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 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.

Communication

- Communicates honestly, openly and respectfully
- Ensures communications are clear and understood
- Stays informed by consistently reading and responding to store communications
- Takes frequent opportunities to recognize good work
- Communicates needs promptly and efficiently

Responsibilities:

Department Operations

- Work with Deli Manager to develop, prepare, and serve menu items
- Utilize checklists and production schedules to ensure efficient department operations
- Prepare foods according to predetermined recipes and prep sheets
- As directed by the Deli Manager, lead the deli operations and set daily priorities for the team
- Ensure all prepared foods are labeled and stored properly
- Research and develop new recipes and recommend to Deli Manager
- Ensure that individual servings are packaged, priced and stocked in a timely manner
- Keep retail cases clean, stocked, fronted and faced with proper signage
- Advise Deli Manager of equipment repair or maintenance needs
- Pull old or low-quality items, record and properly dispose of them, following established procedures
- Accurately record shrink, transfers and production levels

ORDERING & RECEIVING

- Assist Deli Manager with product and ingredient orders as needed
- Ensure that product is received in good condition and invoices are accurate
- Ensure that all ingredients are labeled and stored properly

SUPERVISION & TRAINING

- Model a superior and professional work ethic
- Assure customer service, food prep, and department maintenance are performed by all employees to the highest standard
- Adhere to and enforce food safety and Co-op specific policies and procedures
- Assist with on-the-job training for all deli staff
- Report performance issues or training needs to Deli Manager
- Attend department meetings as requested
- Report worker injuries to Deli Manager or General Manager
- Report staffing issues to Deli Manager; Arrange for coverage of shifts and fill in as needed
- Inform Deli Manager of any employee, customer service, or maintenance issues

SANITATION & SAFETY

- Maintain current food handler certification and ensure proper food handling and preparation
- Ensure department displays, coolers, work areas, storage areas are clean and orderly
- Ensure department meets all Health Department requirements

CUSTOMER SERVICE

- Serve customers in a prompt, friendly, courteous manner
- Prepare and serve specialty coffee drinks, smoothies, and sandwiches to customer order
- Report customer suggestions, comments and/or complaints to Deli Manager

DEPARTMENT MAINTENANCE

- Maintain counter, deli cases and prep areas in sanitary and orderly condition following health department regulations
- Stock and tidy up condiments area
- Remove trash promptly, sweep and mop
- Follow safety, storage and labeling procedures
- Use equipment safely. Monitor cooler temperatures
- Advise Deli Manager of equipment repair and replacement needs
- Participate in periodic inventory counts
- Carry out established opening and closing procedures

OTHER

- Attend department and storewide meetings
- Handle unplanned situations calmly, smoothly and in alignment with pre-established policies
- Perform other duties as assigned by Deli Management

QUALIFICATIONS

- Experience working in a commercial kitchen environment
- Knowledge of natural foods and the natural foods industry or willingness to learn
- Commitment to superior customer service
- Ability to project friendly, outgoing personality
- Ability to lead and motivate self and others
- Ability to multi-task in a high pace environment
- Ability to follow systems to provide efficient and productive food service operations
- Good communication and listening skills
- Ability to follow through with delegated tasks and work well with others
- Willingness to acquire a Serv Safe Food Handlers Certification
- Ability to lift 50 lbs
- Ability to stand for long periods, twist and bend frequently
- Manual dexterity with kitchen equipment
- Regular, predictable attendance