



JOB DESCRIPTION

Job Title:	Deli Clerk	Reports to Job Title:	Deli Department Manager
Department:	Deli Department	Division:	Prepared Foods-Arcata
Direct Report(s):	None	FLSA Status:	Non-Exempt
☐ New Position	☒ Revised Position	Last Revised:	
Salary Scale: \$11.25-15.56	Internal Posting Date: 09/21/2017-9/26/2017	Status: Casual	External Posting Date: Until Filled

SUMMARY: To ensure the highest level of service possible to North Coast Co-op's internal and external customers. To serve customers from the case, prepare sandwiches, keep deli supplies stocked and organized, and assist in keeping counter/salad bar area clean.

ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Customer Service

- a. Treat people fairly, consistently, and with respect.
- b. Ensure efficient, informative, and friendly service according to established customer service vision and standards.
- c. Assist in other departments as needed.

2. Department Operations

- a. Prepare and portion items as assigned by Sr. Clerk/Supervisor. This will include but is not limited to sandwiches and other items that can be made at the service counter.
- b. Ensure deli case and salad bar is clean, stocked, rotated, garnished and appealing to customers during entire shift.
- c. Perform all established opening/closing duties.
- d. Ensure personal hygiene is compliant with Health Dept. standards and store policy.
- e. Assist other clerks/cooks as needed.
- f. Performs other duties as assigned to meet business needs.

GENERAL RESPONSIBILITIES:

1. Communication

- a. Communicates openly and honestly with all others in the organization.
- b. Communicates respectfully at all times.
- c. Does not expose customers to internal disagreements.
- d. Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- e. Checks mailbox and/or email regularly.
- f. Reads monthly Worker Bulletin.
- g. Participates actively in department team and all staff meetings.

2. Personal Effectiveness:

- a. Reports to work for scheduled shifts, on-time and appropriately uniformed.
- b. Understand and adheres to organizational and department policy and procedures.
- c. Accepts and offers feedback and suggestions openly and respectfully.
- d. Accepts direction willingly and follows through with delegated tasks.
- e. Learns and adapts to new tasks or situations quickly and cooperatively.
- f. Maintains job-related confidentiality.
- g. Takes initiative to identify, report and resolve problems before they can escalate.
- h. Provides a positive model for co-workers.

TECHNICAL SKILLS

1. Quality of Work

- a. Understand technical requirements of the job, applies technical knowledge consistently.
- b. Performs tasks accurately and efficiently, free from errors.
- c. Performs all tasks according to department procedure.

2. Quantity of Work

- a. Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- b. Organizes tasks efficiently, maintains focus and stays productive.
- c. Achieves established goals and expected results for the department.

3. Safety

- a. Maintains safe work environment according to all department procedures, federal and state regulations.
- b. Wears protective clothing as required for position.
- c. Understands and utilizes safe lifting procedures and proper step stools.

- *Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

COMPETENCIES:

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Regular, predictable attendance
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to work in a fast paced environment

WORK ENVIRONMENT:

Fast paced retail floor and environment. At times may work with or near moving mechanical parts (i.e. baler, dock equipment), in high precarious places (i.e. ladder work) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery. Occasional job related travel within Humboldt area.

PHYSICAL DEMANDS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk and use hands to finger, handle, or feel objects, tools or controls.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

EEO STATEMENT:

The North Coast Cooperative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, The North Coast Cooperative complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.