



## Senior Clerk-Deli

**DEPARTMENT:** Deli

**WAGE:** \$12.04-18.04

**LOCATION:** Arcata

**Status-** Full Time

**REPORT TO:** Deli Manager

**Internal Posting Date:** 08/09/2017-08/14/2017

**External Posting Date:** Until Filled

**JOB SUMMARY:** To ensure the highest level of service possible to North Coast Co-op's internal and external customers. Assist the Deli Manager in managing the operations of the deli, including but not limited to: preparing main dishes, salads, sandwiches and other foods in a safe and efficient manner. This position is also responsible for the smooth functioning of the Deli operations including the proper handling of all food and supporting clerks/cooks.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### 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.

#### Senior Clerk Responsibilities Leadership

- a. Promote team building and motivate staff to achieve their stated objectives.
- b. Treat staff and managers with consistency and fairness in a style appropriate to a cooperative work environment.
- c. Ensure that communications are clear, direct, and respectful.
- d. Ensure the integrity of North Coast's stated vision and policies in decision-making and interactions with others.
- e. Ensure professional and friendly service from all staff.
- f. Act as a model to all employees following both the union contract and employee handbook.
- g. Handle customer questions and complaints and refer problems to a manager as needed.
- h. Support management team decisions, policies and systems.

#### Deli Operations

- a. Assist with smooth flow of deli operations and help cover clerk/cook duties as needed.
- b. Observe staff, report discrepancies, performance problems or other relevant conditions to Deli Supervisor or Prepared Foods Manager (PFM).
- c. Assist with time keeping by noting tardy and absences.
- d. Provide support where and when necessary within the deli depending on daily demands and needs of deli.
- e. Assist with troubleshooting equipment breakdowns during shift as needed using established procedures.
- f. Keep deli in clean, orderly condition during shift. Ensure that deli is closed following procedures.
- g. Effectively execute departmental systems. (Ordering, receiving, training, production methods, transfers, record keeping, spoilage)

### **Deli/Customer Service Duties:**

- a. Provide follow-up and further training to ensure that standards are met by all employees.
- b. Model excellent work habits and compliance with standards and procedures
- c. Must be able to run department.
- d. Responsible for training, assigning/delegating and directing work within department.
- e. Opening and/or closing of department.
- f. Works with Deli Supervisor to develop and maintain department training materials.
- g. Provides follow-up and further training to ensure that standards are met by all workers.
- h. Maintains departmental communication.
- i. Represent the Co-op in all dealings with customers and public in a professional manner.
- j. Utilize time efficiently to maximize amount of work during shift.
- k. Ensure all products are correctly priced in conjunction with PFM.
- l. Ensure all products have correct signage.
- m. Ensure the efficient ordering of all deli items including all supplies.
- n. Ensure high level of quality and consistency of product in the department
- o. Help with "Commissary Kitchen" supplying adequate product to other location (Eureka)
- p. Participate in all aspects of housekeeping duties as assigned.
- q. Uses available resources including trade journals and newsletters to increase knowledge of industry improvements, trends, equipment, etc.
- r. Knows and follows co-op policies and procedures.
- s. May work with Deli Supervisor and PFM to develop regular promotions for the department.
- t. Make certain all dates are checked and shelves are fully stocked.
- u. Other duties as assigned.

### **Store Safety & Security**

- a. Follow safety, sanitation and security practices.
- b. Be familiar with emergency procedures and know what to do in an emergency situation.

### **Store Maintenance**

- a. Ensure store and outside areas are in clean, orderly, conditions at all times and meet Health Department standards

### **Planning**

- a. Attend meetings as required.

### **All Staff Duties**

- a. Abide by all co-op policies and procedures as outlined in the Employee Handbook and other company documents.
- b. Keep customer service area orderly and clean.
- c. Maintain a positive attitude.
- d. Perform all other duties as assigned by Supervisors.

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Outstanding customer service skills
- Experience in retail food store environment, with knowledge of operations
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities

- Demonstrate objectivity, neutrality and calmness under pressure
- Regular, predictable attendance
- Good computer skills
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to appropriately delegate duties and motivate staff
- Demonstrated ability to follow through on commitments
- Ability to work in a fast paced environment

**WORK ENVIRONMENT:** Fast paced kitchen and environment. At times may work with or near moving mechanical parts (i.e. slicer, food processor, submersion blender, dish sanitizer) 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.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Standing, walking, bending, sitting, reaching
- Ability to climb up and down ladders
- Ability to lift up to 50 lbs.

**IMPORTANT DISCLAIMER NOTICE:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.