



Deli Counter Worker
Deli Department
part-time (18 to 30 hours/week)

The Deli Counter Worker is stationed on the front line of deli customer service. They take orders at our deli's full-service counter, make sandwiches and other to-order foods, prep and stock deli products, maintain deli sales spaces, and answer questions about products from the deli and other parts of the store. This is an entry-level position in the coop's food service operations.

Status

Pay Level 1, Reports to the Deli Counter Supervisor and the Deli Manager

Essential Duties and Responsibilities

Customer Service

- Greet and serve customers in a timely, friendly manner.
- Provide information about deli food attributes, ingredients, and preparation.
- Keep deli areas clean, safe, neat, and well-stocked.
- Respond to customer needs and complaints, and offer assistance.
- Have a working knowledge of products and services the entire store offers.

Food Preparation

- Prepare deli category foods (sandwiches, salads, juices, etc.) efficiently and correctly.
- Complete deli prep and cleaning goals, and respond to deli priorities.
- Comply with health and safety regulations for production, holding, handling, and labeling.
- Promote communication in the deli that leads to productive, safe work.
- Ensure that deli equipment is in working order and is properly used.
- Maintain reports of deli waste.
- Make efficient use of time.

Merchandising

- Maintain attractive full and self-service deli displays.
- Stock deli cases fully to give an impression of abundance.
- Follow deli guidelines for product labels and signs.
- Ensure that deli signs accurately communicate ingredients, prices, and expiration dates.

Communication

- Attend staff meetings and trainings as scheduled.
- Relay customer concerns, complaints, and requests to deli management.
- Know and promote coop principles and mission.

Physical Requirements

- Lift and carry up to 50 lbs.
- Perform repetitive physical tasks.
- Stand and walk for extended periods of time (the majority of a shift).

- Expose skin regularly to sanitizers and soaps.

Abilities and Skills

Minimum qualifications for this job include:

- Recent experience in a physically demanding commercial food handling environment.
- Knowledge of food service procedures, equipment, and health safety concerns.
- Ability to operate kitchen and deli equipment.
- Must be able to obtain Food Handlers certification.
- Must be detail oriented and flexible to changes in store needs.
- Must arrive to work on time, be prepared to work, and be able to meet deadlines.

Preferred Qualifications

- Previous experience in a retail grocery deli.
- Familiarity with natural foods and cooperatives.

Important Disclaimer

This job description is representative only and not exhaustive of the tasks that an 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 or work environment change.