

FOOD MATTERS MARKET & CAFÉ

Job Title: Deli Associate
Supervisor: Café / Deli Manager

Classification: Non Exempt
Date: February 2019

Job Description

Summary: The Deli Associate maintains the deli for daily operations and customer service. 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.

Essential Duties and Responsibilities:

- Ensure prompt, friendly, helpful customer service by deli staff.
- Plan and implement systems for efficient food production.
- Ensures deli department operates in compliance with health department regulations.
- Maintains preparation of consistent deli offerings.
- Maintains proper storage and labeling procedures in accordance with health department and national organic regulations.
- Maintains department equipment in clean and working order. Informs manager of any problems with equipment.
- Attend all storewide meetings.
- Perform other tasks assigned by Deli Manager.
- Performs closing shift, and reports to the MOD prior to leaving the department for end of shift checks.
- Answer & route phone calls.
- Ability to carry objects weighing up to 50 pounds.
- Stoop and maneuver to pick up boxes from shelving and carts, Frequent standing.
- Ability to read, write, analyze, interpret and understand instructions for equipment operations, company handbooks, policies and procedures, other written job-related documents including company postings. Ability to compose and write reports, business correspondence, procedure manuals, including effective departmental memos, disciplinary notes/documents etc...
- Use basic problem-solving techniques. Make independent judgments and decisions based on data/circumstances. Work autonomously and with others.
- Critical Thinking Skills Organize tasks and set priorities.
- Perform and /or direct multiple tasks simultaneously.
- Excellent interpersonal communication skills.

Education, Credentials, Certification and/or Experience:

- High School education or GED preferred, but not required.
- At least 2 years experience in a restaurant, deli, food service, or catering operation. Experience with food and labor cost control.
- Strong customer service background.
- Ability to operate professional kitchen equipment.
- Computer Skills, knowledge of how to run a register, knowledge of Catapult is desired.
- Regular, predictable attendance.

Working Environment:

This position is exposed to dust, noise, and temperature extremes. There are possible equipment movement hazards; electrical shock, and exposure to chemicals and solvents. This is a fast-paced work environment.

Physical Demands:

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to physically perform light work exerting up to 50 pounds of force occasionally.
- Visual requirements include clarity of vision at distance of less than 20 inches and more than 20 feet with or without correction, depth perception, and field of vision.
- The following physical activities are necessary to perform this job: Climbing, balancing, stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing and repetitive motions.

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are 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, competitive considerations or the work environment change.