



**GOOD
FOOD**
STORE

We have openings for: **Café Service**

Please read the attached job description in its entirety. If you are interested in this position, please complete an application and return it to the Customer Service Desk or mail it to the address below. If you are an in-house staff member, please submit a letter of interest, which should include any relevant experience or skills that are applicable to the position you are applying for, to the Human Resource Department.

Schedule: schedule updated 8.15.19

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
1 18.5 hours	OFF	OFF	OFF	3:00 p.m.- 9:00 p.m.	4:00 p.m.- 10:30 p.m.	OFF	10:00 a.m.- 4:00 p.m.
2 19.5 hours	OFF	4:00 p.m.- 10:30 p.m.	3:00 p.m.- 9:00 p.m.	OFF	OFF	OFF	7:00 a.m.- 2:00 p.m.
3 28 hours	10:00 a.m.- 4:00 p.m.	7:00 a.m.- 3:00 p.m.	7:00 a.m.- 2:00 p.m.	7:00 a.m.- 2:00 p.m.	OFF	OFF	OFF
4 37 hours	7:00 a.m.- 2:00 p.m.	3:00 p.m.- 9:00 p.m.	OFF	OFF	7:00 a.m.- 3:00 p.m.	7:00 a.m.- 3:00 p.m.	7:00 a.m.-3:00 p.m.
5 37 hours	7:00 a.m.- 3:00 p.m.	7:00 a.m.- 2:00 p.m.	OFF	OFF	9:00 a.m.- 3:00 p.m.	7:00a.m.- 3:00 p.m.	7:00 a.m.- 3:00 p.m.
6 38 hours	9:00 a.m.- 3:00 p.m.	7:00 a.m.- 3:00 p.m.	7:00 a.m.- 3:00 p.m.	6:00 a.m.- 2:00 p.m.	6:00 a.m.- 2:00 p.m.	OFF	OFF

Note: There may be times when additional hours or schedule changes are necessary.

Department meetings are announced when scheduled, and dates and times may vary. Department meeting attendance is mandatory.

Wage:

- Starts at \$11.00 per hour.
- Increases to \$11.22 per hour after six months.
- After six-month increase the following increases occur:

Total number of hours worked

Start	Six-Month	2080	4160	6240	8320	10400	12480	14560
\$11.00	\$11.22	\$11.56	\$12.13	\$12.74	\$13.38	\$14.05	\$14.75	\$15.49

2080 hours worked is equal to one year if you work full time (40 hours per week). Increases after 2080 hours worked occur every 2080 hours worked up to 14560 hours.

Benefits:

For all regular status employees:

- 20% discount on store purchases.
- Employee Assistance Program
- Paid vacation time, Extended Illness Leave and Bereavement Leave
- 401(k) Retirement Plan
- Holiday Pay

For employees working 20 – 30 hours per week:

All of the benefits above, plus:

- Life Insurance
- Short Term Disability Insurance

For full-time employees working 30 - 40 hours per week:

All of the benefits above, plus:

- Health Insurance
- Flexible Benefits
- Long Term Disability Insurance
- Long Term Care Insurance (35+ hours per week)

Application Deadline: Open Until Filled

Questions: Call Human Resources at 541-3663 ext. 207

Date Position Posted: August 15, 2019

1600 S. 3rd St. West | Missoula, MT 59801 | 406.541.FOOD |
www.goodfoodstore.com



Café Service

Prepare and serves fresh, high-quality espresso, smoothies, and juice beverages. Provide prompt, friendly and helpful customer service to accomplish department goals.

Department: Deli

Reports to: Deli Cafe Manager

Duties & Responsibilities

The essential duties and responsibilities of this position include, but are not limited to, the following:

General:

- Serve customers in prompt, friendly, courteous manner.
- Maintain an out-going, friendly, courteous demeanor while serving customers quickly and efficiently.
- Offer tastes, samples, suggestions for purchase.
- Report customer suggestions, comments, and complaints to Deli Manager.
- Stock café grab & go and dessert cases full to give feeling of abundance.
- Ensure freshness of deli items by rotating and by keeping batches separate by date.
- Help ensure organic integrity by following established procedures.
- Prepare high-quality hot and cold espresso drinks, smoothies, vegetable and fruit juices and tea for customers.
- Ability to operate a cash register and balance a cash drawer.
- Ensure proper signage, labels and pricing are on products or are posted.
- Serve from dessert case and communicate with deli bakers when product is low.

Department Maintenance:

- Pull old or low-quality items, record properly and dispose of them following established procedures.
- Maintain beverage bar, prep areas, counters, deli and dessert cases and seating area in a sanitary and orderly condition, following guidelines set by deli manager and rules of MCCHD.
- Remove trash promptly, sweep and mop beverage bar and seating areas as needed. Keep work area and counter clean and organized.
- Follow safety, storage and labeling procedures.
- Inform supervisor of equipment repair and replacement needs.
- Inform supervisor of low quantities and sold-out product.
- Participate in periodic inventory counts.
- Carry out established opening and closing procedures.
- Follow safe working practices.
- Monitor food temperatures as required and take corrective action when needed to ensure food safety.

Other Responsibilities

- Attend and participate in department and storewide meetings.
- Answer and route phone calls, take and route messages.
- Perform other duties as assigned by Shift Lead, Deli Café Manager and Deli Manager.

Qualification Standards

Education/ Training:	High School education or GED preferred, but not required.
Experience:	Experience serving the public preferred. Experience making beverages in a juice, smoothie or espresso bar and food preparation experience preferred.
Knowledge/Skills:	Ability to engage the customer in a friendly and outgoing manner. Ability to use professional juicing, espresso and smoothie equipment.
Attendance:	Regular, predictable attendance.
Other:	Adhere to established work and safety procedures. Maintain accurate records. Ability to work closely with others and to provide excellent customer service. Basic knowledge and interest in natural foods. Demonstrated ability to follow through on commitments.

Position Requirements

Essential Functions/Tasks:	Requirements:
Physical:	
Vision	Ability to read product labels and to distinguish color for quality control.
Hearing	Hearing required to converse with customers and co-workers.
Gripping	Pick up boxes, cans, other products, tools and equipment.
Lifting	Up to 25 pounds on occasion.
Stooping	Stoop and maneuver to pick up boxes from shelving and carts.
Squatting	Squat and maneuver to pick up boxes from shelving and carts.
Push/Pull	Carts/racks weighing up to 200 pounds and deli equipment (slicer).
Kneeling	Occasional kneeling.
Climbing	Occasional climbing.
Bending	Occasional bending.
Reaching	Reach overhead, front, side and back.
Equipment Operation	Ability to safely operate professional kitchen equipment and juicing, espresso /smoothie equipment.
Carry Objects	Ability to carry objects weighing up to 25pounds.
Sitting	Not Applicable.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Prolonged standing.
Mental & Psychological Demands:	
Comprehension	Understands and retains directions.
Reading/Writing	Basic reading/writing level.
Speaking	Communicate effectively with co-workers and customers.
Decision Making	Use basic problem-solving techniques.
Attention to Task/Detail:	
Critical Thinking Skills	Organize tasks and set priorities.
Multi-Tasking	Perform and /or direct multiple tasks simultaneously.
Interaction with Others:	
Customer Service	Ability to interact with the public in a positive and friendly manner.
Co-workers	Work cooperatively with co-workers.
General	Maintain composure under all circumstances. Ability to work in shared spaces with coworkers.

Revised: 2.23.17