



## We have an opening for full-time: **Deli Service**

Please read the attached job description in its entirety. If you are interested in this position, complete an online application. 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:**

Hours	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
35 hours	OFF	OFF	3:00 p.m.- 10:00 p.m.	2:00 p.m.- 9:30 p.m.	4:00 p.m.- 10:15 p.m.	2:00 p.m.- 10:00 p.m.	4:00 p.m.- 10:15 p.m.

**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 \$18.03 per hour.
- Increases to \$18.39 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
\$18.03	\$18.39	\$18.75	\$19.32	\$19.90	\$20.49	\$21.11	\$21.74	\$22.39

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
- Dental & Vision Insurance
- Flexible Benefits, Health Savings Account
- 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:** April 16, 2024



## **Deli Service Staff**

To work in more than one area of the deli department to provide prompt, friendly, helpful customer service to help meet department goals for sales, margin, labor, and customer service. Duties may include, but are not limited to cleaning, food and beverage service, food prep, working in cheese, meat, and seafood areas. Deli Service Staff are assigned to areas of the deli departments where they are needed, so other miscellaneous duties may be assigned.

**Department:** Deli      **Reports to:** Deli Service Manager

## **Duties & Responsibilities**

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

### **General:**

- Report customer suggestions, comments, and complaints to Deli management.
- Greet and assist customers in a prompt, friendly, courteous manner.
- Offer tastes, samples, suggestions for purchase and ways to prepare products.
- Ensure organic integrity by following established recipes and procedures.
- General knowledge of preparing, storing and packaging wheat-free and vegan products. Maintaining product standards with special diet products.
- Complete items on production schedule as needed in assigned workstations.
- Prepare deli items following prescribed specifications. Prep and store product used in recipes.
- Prepare high quality hot and cold espresso drinks, smoothies, vegetable and fruit juices and tea for customers.
- Inform other cooks and deli staff about ingredients used.
- Follow the correct use of established portion control rules.
- Package products correctly.
- Check-in (bakery) orders from vendors to ensure order is accurate.
- Ensure freshness of deli items by rotating and by keeping batches separate by date.
- Expedite getting out-of-stock items out on the floor.
- Rotate older stock to front, making space for new stock.
- Stock and restock all areas of the department on every shift to maintain abundant appearance.
- Pull out of date or low-quality items and follow established procedures for recording and disposing of them.
- Record department shrink promptly and accurately following departmental procedures.
- Monitor food temperatures as required and take corrective action when needed to ensure food safety.
- Quickly prepare made to order sandwiches (panini and cold) and wok bowls to specifications of deli management.
- Assemble and bake pizzas and other items in firedeck oven to specifications of deli management.
- Prep and store food following proper procedures.
- Ensure proper signage and labels are on products or are posted.
- Efficiently stock hot and cold self-serve food bars ensuring continuously fresh, appealing displays throughout established hours of operation.
- Ability to operate a cash register and balance a cash drawer.
- Display meat and seafood to give impression of abundance and quality, while maintaining proper storage conditions.
- Assist Meat and Seafood department with creating, preparing and displaying value-added products, including sausage.
- Assist with receiving as needed. Check deliveries for damage, quality and accuracy, notify Meat & Seafood Manager of discrepancies. Rotate deliveries into storage and stock all incoming products as necessary.
- Regularly organize and consolidate walk-in freezer back stock.
- Grind meat and fillet fish when necessary to ensure excellent customer service by having products available when items run low or a special request is made.
- Familiarity with all cuts of meats and various seafood products that the store sells.

### **Cleaning and Department Maintenance:**

- Maintain work area in sanitary & orderly conditions, following guidelines set by deli management and rules of the MCCHD.
- Follow safe working practices.
- Dish and pot washing as needed.
- Clean up spills, take out trash as needed.

- Remove trash promptly, sweep and mop floor.
- Carry out established opening and closing procedures.
- Use equipment safely.
- Advise manager of equipment repair and replacement needs.
- Participate in periodic inventory counts.

**Other Responsibilities:**

- Attend department and storewide meetings as needed.
- Answer and route phone calls, take and route messages as needed.
- Perform other tasks assigned by Shift Lead or Manager.

## Qualification Standards

<b>Education/ Training:</b>	High School education or GED preferred, but not required.
<b>Experience:</b>	Food service experience preferred. Experience working in a deli, restaurant, or catering business preferred. Experience serving the public preferred.
<b>Knowledge/Skills:</b>	Ability to operate professional kitchen equipment.
<b>Attendance:</b>	Regular, predictable attendance.
<b>Other:</b>	Adhere to established work and safety procedures. Basic knowledge of and interest in natural foods. Maintain accurate records. Ability to work closely with others. Must be 18 years of age or older to operate some pieces of equipment.

<b>Essential Functions/Tasks:</b>	<b>Requirements:</b>
<b>Physical:</b>	
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 25 pounds frequently
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.
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.
Carry Objects	Ability to carry objects weighing up to 25 pounds.
Sitting	Not Applicable.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Prolonged standing.
Climate	Ability to work in a cold environment (cooler/freezer) and to handle cold food products on a regular basis.
<b>Mental &amp; Psychological Demands:</b>	
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.
<b>Attention to Task/Detail:</b>	
Critical Thinking Skills	Organize tasks and set priorities.
Multi-Tasking	Perform and /or direct multiple tasks simultaneously.
<b>Interaction with Others:</b>	
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.