



Kitchen Lead

JOB SUMMARY

Position: Kitchen Lead

Reports to: Deli Manager

Status: Full Time

Rate: Hourly/Non-Exempt

Summary

Contributes to team sales, service, and productivity by overseeing the safe and efficient operation of the kitchen. Assists in overseeing exceptional presentation of the deli counter areas, supervising kitchen staff, and ensuring excellent customer service by kitchen staff and counter staff. Provides an efficient daily workflow in the Deli kitchen and at the Deli counter, ensuring deli cases are full of high quality fresh food. Assists the Deli Manager in creating an attractive, fresh deli menu mix that meets customers' needs, meets Co-op purchasing guidelines, and contributes to the financial best interest of the Co-op.

RESPONSIBILITIES

Customer Service

- Provide prompt, friendly and courteous customer service at all times.
- Answer customer questions, complaints and feedback. Take steps to ensure the needs of customers are met in a timely fashion.
- Offer samples, suggestions and product information to customers.
- Maintain familiarity with all areas of the store to best assist customers.
- Inform customers of pertinent store information.
- Maintain familiarity with monthly specials and promotions.
- Become familiar with Co-op values, policies and procedures in order to answer customer questions.
- Answer and route phone calls, take and route messages as needed.

Daily Operations

- Prepares and delegates food preparation from scratch items including soups, salads, and entrees from Co-op recipes. Package entrees for grab & go case.
- Organizes, plans, leads, and/or supports all kitchen production activities and tasks including food preparation, kitchen maintenance, and dishwashing.
- Maintains working knowledge of Deli recipes and prepared foods. Assist Deli Manager in researching and creating new recipes.

- Follow safe food handling procedures and ensures department sanitation, cleanliness, and safety standards are met.
- Be familiar with common allergens, food sensitivities and diets, deli products, specialty foods, baked goods, and prepared foods.
- Dishwashing and cleaning in the kitchen and production areas. General cleaning in kitchen and retail space including mopping floor at end of shift and keeping the dish washing area free of clutter or debris.
- Maintain clean work stations and equipment throughout the shift and sanitize all counters, sinks, floors and equipment at end of shift.
- Ensure that department shelves, displays, aisles, & storage areas are in clean, orderly condition, meeting health department & ADA standards.
- Maintain accurate, up-to-date product signage throughout the department.

Other

- Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- Take initiative to increase your own product knowledge in all departments.
- Orient and be helpful to new employees.
- Set a positive example for co-workers.
- Participate in periodic department meetings.
- Participate in periodic inventory counts.
- May be required to cross train and assist other areas in the store when needed.
- Accept other duties as assigned by supervisor.
- Support special co-op events.

Qualifications

- Experience running restaurant, food service, catering, deli, or kitchen operation.
- Ability to operate equipment such as: food processor, shrink wrap machine, manual and/or electric scales, recalibrate and read thermometers, convection oven, stove, knives and commercial kitchen appliances.
- Food Safety Certificate preferred, e.g. ServSafe
- Familiarity with natural foods and special dietary needs.
- Knowledge of whole, natural, and organic foods.
- Organized, consistently follows through on commitments.
- Ability to work under pressure in a fast-paced environment.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear directions, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Manual dexterity with hazardous equipment.
- Ability to lift 50+ pounds.
- Ability to stand for long periods.
- Regular, predictable attendance.
- Open availability including nights and weekends.
- Willingness and ability to learn and grow to meet the changing requirements of the job.