



Deli Counter Clerk

JOB SUMMARY

Position: Deli Counter Clerk

Reports to: Deli Manager

Status: Part Time/Full Time

Rate: Hourly/Non-Exempt

Summary

Provide excellent and accurate customer service to customers at all times under the direction of the Deli Manager. Responsible for preparing and serving fresh, high quality, consistent food products for the department as per Co-op recipes and standards. Ensure the highest level of service possible for all Prairie Roots owners, customers, and general public at all times.

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

- Prepare sandwiches to order and serve customers from hot and cold prepared foods cases.
- Prepare and serve fresh smoothies to customer order.
- Assist in stocking the grab & go case and salad bar, ensuring freshness by rotating by date.

- 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, deli products, specialty foods, baked goods and prepared foods.
- 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 working in a retail store environment.
- 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.