



**DEPARTMENT:** Bakery  
**SALARY LEVEL:** \$10.75-\$15.56  
**LOCATION:** Arcata

**STATUS:** Casual 20-22 hrs per week  
**REPORT TO:** Bakery Manager  
**DATE:** 03/28/2017-04/02/2017

**JOB SUMMARY:** To ensure an excellent level of service to North Coast's internal and external customers. To assist customers with products from the case, prepare coffee, stock bakery supplies and keep counter/coffee bar area neat and tidy.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

##### **1. Customer Service**

- a. Treat people fairly, consistently, and with respect.
- b. Ensure outstanding service according to established customer service vision and standards.
- c. Assist in other departments as needed.

##### **2. Department Operations**

- a. Prepare and portion items as assigned by Sr. Clerk/Supervisor.
- b. Ensure service cases, additional bakery areas and counters are clean, stocked, rotated and appealing to customers during entire shift.
- c. Perform all established opening/closing duties.
- d. Ensure personal hygiene is compliant with Health Dept. standards and store policy.
- e. Assist other clerks/cooks as needed.
- f. Performs other duties as assigned to meet business needs.

#### **GENERAL RESPONSABILITIES:**

##### **1. Communication**

- a. Communicate openly and honestly with all others in the organization.
- b. Communicate respectfully at all times.
- c. Conversations on the retail floor are appropriate and work oriented.
- d. Resolve conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- e. Checks mailbox and/or email regularly.
- f. Reads monthly Worker Bulletin.
- g. Participates actively in department team and all staff meetings.
- h. Communicates verbally with co-workers any information they need to know.
- i. Communicates with department head or supervisor about problems, needs and ideas.
- j. Avoids gossip and actively redirects potential issues to appropriate person.

##### **2. Personal Effectiveness:**

- a. Reports to work for scheduled shifts, on-time and appropriately uniformed.
- b. Understand and adheres to organizational and department policy and procedures.
- c. Accepts and offers feedback and suggestions openly and respectfully.
- d. Accepts direction willingly and follows through with delegated tasks.
- e. Learns and adapts to new tasks or situations quickly and cooperatively.
- f. Maintains job-related confidentiality.

- g. Takes initiative to identify, report and resolve problems before they can escalate.
- h. Provides a positive model for co-workers.
- i. Familiar with and able to explain membership system efficiently, simply and completely.
- j. Keeps supervisor informed of any problems and/or ideas.
- k. Knows and promotes Co-op Principals and Mission.
- l. Knows and follows co-op work policies and procedures.
- m. Participates in team, staff and other meetings as scheduled.

## **TECHNICAL SKILLS**

### **1. Quality of Work**

- a. Understand technical requirements of the job, applies technical knowledge consistently.
- b. Performs tasks accurately and efficiently, free from errors.
- c. Performs all tasks according to department procedure.

### **2. Quantity of Work**

- a. Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- b. Organizes tasks efficiently, maintains focus and stays productive.
- c. Achieves established goals and expected results for the department.

### **3. Safety**

- a. Maintains safe work environment according to all department procedures, federal and state regulations.
- b. Wears protective clothing as required for position.
- c. Understands and utilizes safe lifting procedures and proper step stools.

## **KNOWLEDGE, SKILLS, ABILITIES:**

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Regular, predictable attendance
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to work in a fast paced environment

**WORK ENVIRONMENT:** Fast paced retail floor and environment. At times may work with or near moving mechanical parts (i.e. baler, dock equipment), in high precarious places (i.e. ladder work) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery. Occasional job related travel within Humboldt area.

## **ESSENTIAL PHYSICAL REQUIREMENTS:**

- Standing, walking, bending, sitting, reaching
- Ability to climb up and down ladders
- Ability to lift up to 50 lbs.

## **IMPORTANT DISCLAIMER NOTICE:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the 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 a work environment change.