



JOB DESCRIPTION

Job Title:	Assistant Deli Manager, Service	Reports to Job Title:	Deli Manager
Department:	Deli	Division:	Prepared Foods - Arcata
Direct Report(s):	Deli Staff	FLSA Status:	Non Exempt
<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Revised Position	Last Revised:	
Salary Scale: DOE	Internal Posting Date: 4/25/2017-4/30/2017	Status: Full Time	External Posting Date: Until Filled

SUMMARY:

Responsible for assisting in managing the Deli Service staff to meet customer service standards and department goals for sales, food quality and safety.

ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Customer Service
 - Treat people fairly, consistently, and with respect
 - Ensure efficient, informative, and friendly service according to established customer service vision and standards

2. Deli Service Area
 - Oversee Deli service staff to ensure customer service standards are being met
 - Ensure all “made to order” beverages and products are being prepared per Deli standards and customer orders
 - Oversee service staff to ensure efficiency and staff productivity per service goals
 - Ensure Deli cases are fully stocked for freshness and abundance
 - Oversee proper rotation and dating of Deli items to ensure freshness
 - Ensure all Deli products are accurately labeled with price and ingredients
 - Merchandize and promote Deli products through accurate shelf tags, signs, cleanliness and product placement
 - Ensure outside vendor items have accurate par levels and are ordered, received, priced, labeled, stored and merchandised properly
 - Ensure that all established opening and closing procedures are properly carried out
 - Ensure that all outdated and unsellable products are recorded and disposed of in accordance with set Deli procedures
 - Ensure proper food storage, labeling and sanitation procedures are followed in all food preparation and storage areas to meet health department regulations
 - Coordinate with the Deli Manager and Purchaser/Receiver Coordinator to maintain adequate amounts of ingredients, packaging supplies and all inventory on hand
 - Participate in inventory counts

3. Personnel – Directly supervises Deli Staff.
 - Work with the Deli Manager to schedule Deli service staff according to established weekly labor budget
 - Ensure on the job training for all Deli service staff
 - Ensure all Deli service staff obtain California Food Handler’s Certification
 - Lead service staff huddles with the Deli Manager
 - Assign duties and review for quality, safety, efficiency and conformance to Deli policies and procedures
 - Arrange for coverage of vacant shifts and fill in as needed
 - Work with the Deli Manager to set service standards and goals
 - Provide feedback on evaluations of deli service staff in coordination with the Deli Manager and HR
 - Work some evenings and weekends for adequate support of all department staff, as needed

4. Department Maintenance
 - Ensure refrigerator and case temperatures and maintain logs
 - Ensure Deli service area and all food preparation storage areas are maintained in a sanitary and orderly condition, meeting Health Department standards
 - Notify Deli Manager of equipment repair needs in a timely manner
 - Schedule and oversee deep cleaning of Deli Service areas
 - Maintain all equipment in good working order; coordinate with the Deli Manager and Facilities Manager on the regular maintenance of equipment

5. Sustainability
 - Approach all decision making with environmental and social impact in mind
 - Actively seek ways to improve sustainability efforts in day-to-day duties
 - Assist in implementing applicable North Coast Co-op sustainability initiatives

6. All Staff Duties
 - Abide by all North Coast Co-op policies and procedures as outlined in the Employee Handbook and other company documents
 - Maintain a positive attitude
 - Assist all other duties as assigned by the Deli Manager and Prepared Foods Manager

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to work well with others in a cooperative environment where teamwork and constant communication is essential.
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Willingness to be open, to learn and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Regular, predictable attendance
- Good computer/typing skills
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to appropriately delegate work duties and manage and motivate staff
- Demonstrated ability to follow through on commitments

- Ability to work in a fast-paced environment
- Managerial or Supervisory experience in food service (natural foods preferred)
- Experience in training staff

WORK ENVIRONMENT:

Fast-paced retail deli environment. At times may work with or near moving mechanical parts (i.e. slicer, food processor, additional equipment and machinery) 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.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Standing, walking, bending, sitting, reaching, chopping.
- Ability to lift up to 60 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.

EEO STATEMENT

The North Coast Co-Operative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, The North Coast Co-Operative complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

SIGNATURE

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____