

Oryana

Job Description



Job Title: Bakery Lead
Department: Prepared Foods
Reports To: Prepared Foods Manager
FLSA Status: Non-Exempt
Pay Level: IV
Prepared By: WW/ EH
Prepared Date: 1/2016

Summary

The Bakery Lead is a member of the Prepared Foods Leadership Team; responsible for coordinating and directing all aspects of bakery operations while maintaining a profitable department, high quality products and service levels. The Bakery Lead's key accountabilities are overseeing and managing the day-to-day operations of the Bakery department; planning out baking sets for seasonal rotation and holidays; training and development of 5 – 8 staff; achieving specific departmental financial performance targets; and providing excellent customer service.

General Responsibilities of Prepared Foods Department Lead

Customer Service

- Role models excellent customer service for staff and provides excellent internal service to staff and peers.
- Ensures that department employees provide excellent customer service
- Immediately responds to customer requests, complaints or concerns. Goes above and beyond to meet customer needs or resolve a customer issue.

Personnel Practices

- Actively addresses performance and personnel issues in a timely manner.
- Follows co-op policies and leadership values in the spirit intended.
- Follows good documentation practices.
- Provides feedback for staff evaluations
- Participates in hiring decisions
- Monitors that all breaks are taken at appropriate times.
- Ensures that all staff in department receives appropriate orientation and training.

Financial Practices

- Meets labor, sales and margin goals determined in conjunction with the Prepared Foods Manager
- Maintains working knowledge of labor reports, margin reports, weekly sales numbers, and financial goals.
- Communicates relevant sales, margin and labor goals to staff on a regular basis.

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Leadership Practices

- Participates in long-term/strategic planning for the Prepared Foods department in conjunction with the Prepared Foods Manager and Leadership Team
- Understands the co-operative principles and business model and contributes to a collaborative work environment.
- Maintains an awareness of staff morale and responds quickly to conflict or frustrations. Ensures that conflict is not occurring on the service floor or production area.
- Responds to challenging situations in a positive and professional manner including proposing new ideas and receiving feedback and ideas from co-workers.
- Demonstrates regular, predictable work attendance.
- Demonstrates a willingness and ability to communicate effectively with co-workers, supervisors, subordinates and/or outside contacts in a timely and appropriate manner.
- Completes goals and workplan tasks in a timely manner, meeting established deadlines.
- Maintains working knowledge of processes and solutions for Store emergencies.
- Communicates standards, expectations, policy changes and product knowledge to staff.

Merchandising & Product Management

- Maintains an aesthetic, engaging and comfortable shopping experience within the department.
- Ensures organized storage of ingredients and prep
- Oversees and/or participates in periodic inventory counts.

Food Safety & Quality

- Ensures that all food service staff follow safe handling procedures to ensure a safe and sanitary operation, compliant with health department regulations.
- Ensures that equipment is properly maintained and used correctly & safely by staff.
- Monitors quality of all products and takes initiative to ensure recipes are clear and to re-train staff if their product is not according to recipe or up to department standards. Pulls product if it does not meet department standards.

Department Oversight

- Participates in Prepared Foods Leadership team meetings on a regular basis to identify and address staff performance issues, continually improve systems and maintain a consistent leadership approach in conjunction with other department Leads
- Ensures that the department's priority is customer service –cases and displays are fully stocked, product is out on time and maintained throughout the day, special orders are attended to, phone calls and pages are answered professionally.
- Frequently monitors all areas of the department to make sure they are being cleaned and maintained according to department standards and noting discrepancies.
- Shares written or verbal feedback regarding staff performance and concerns to the Leadership Team and Prepared Foods Managers in a timely manner.

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Essential Duties and Responsibilities

- Sets goals in conjunction with Prepared Foods Manager to create and implement a menu to serve the dietary needs and interests of our customers and members
- Ensures a collaborative approach to recipe development resulting in accurate, standardized recipes that meet margin goal and established menu needs. Updates recipes regularly to reflect changes in ingredients, process or in response to staff feedback.
- Creates standards and executes systems to ensure enticing presentation of packaged products – garnishes, decorations, portioning, consistency
- Monitors product quality and consistency of all baking items. Takes initiative to retrain other staff if products are not made according to the recipe or up to department standards.
- Understands, practices and trains others on all Organic Standards regarding handling, storage and labeling.
- Ensures that all bakery breaks are taken at appropriate times.
- Establishes and maintains work schedules and assignments of staff members.
- Oversees/ensures approval of timecards for payroll.
- Interviews and selects applicants, trains new employees.
- Conducts performance evaluations, addresses complaints, and resolves problems with staff.
- Conducts performance improvement meetings and follow up meetings with staff when necessary.
- Works with Purchaser to ensure that ingredients are available for production.
- Oversees equipment and its maintenance and coordinates service when needed and recommends new or replacement items to Management.
- Follows proper receiving of orders and follows established process and procedures.
- Establishes proper storage and labeling procedures.
- Maintains departmental sets and maintains fresh, attractive, fully stocked and clean department.
- Ensures accurate and uniform departmental signage to Oryana standards.
- Helps plan promotions in conjunction with storewide merchandising / marketing plans.
- Develops new menu items meeting diverse dietary needs, integrating local and seasonal products as available. Bases creation of new menu items on discussion with Prepared Foods Manager and analysis of needs.
- Adheres to Oryana Purchasing Guidelines and maintains process to show compliance to Oryana Purchasing Guidelines.
- Ensures bakery staff are informed of policy changes with regular team meetings.
- Assigns additional tasks if periods of downtime occur.
- Provides written or verbal feedback to the Prepared Foods Manager in a timely manner.
- Other duties may be assigned

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Competency

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** – Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** – Listens and gets clarification; Responds well to questions.
- **Teamwork** – Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Diversity** – Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment; Encourages and builds a diverse workforce.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time.
- **Judgment** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Organizes other people and their tasks; Develops realistic action plans; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** – Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to two years related experience and/or training; or equivalent combination of education and experience. Previous baking experience required.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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