



Deli Counter Staff Lead

Posting Date: 12.6.18

Reports to: Prepared Foods Manager

Hourly, Full-time

Linden Hills Co-op opened its doors in 1976, focused on positively contributing to the Linden Hills neighborhood. The primary catalysts of our inception were to create community and provide pure food options. Our store has remained small enough to meet your neighbors, yet big enough to meet your needs. We have sought to nurture strong ties to our community through our ample selection of locally made and raised foods and our community giving program. The co-op has always served as a gathering place; here to nourish bodies and lives.

Linden Hills Co-Op is looking for a Deli Counter Staff Lead to join our team. This supervisory role will include setting shift expectations, guidelines, and standard operating procedures alongside the Prepared Foods Manager and Assistant Manager, as well as working alongside day or evening staff to perform deli counter staff duties. Setting and maintaining attractive Prepared Foods displays and supporting the Prepared Foods department vision. You will ensure a positive company image by providing courteous, friendly, and efficient customer service to customers and team members.

Job Responsibilities:

- Provide every customer immediate and undivided attention. Surprise and delight the customers with exemplary customer service.
- Establish and maintain a positive work environment, which encourages an exceptionally high level of Team Member morale
- Setting daily task lists, expectations
- Ensuring thorough training of all new counter staff
- Setting and maintaining high department standards for customer service, ensuring fresh and appealing displays by keeping food cases full and abundant.
- Maintain the cleanliness of the area including the salad/hot bars, keeping the food well stocked and properly rotated, while checking and ensuring freshness and quality of products. Stock containers, condiments, napkins and utensils as needed.
- Prepares sandwiches and other prepared foods behind the counter for customers, which includes slicing meats and possibly cheeses. Weighs, prices, and packages customer selections.

- Maintain accurate department signage and pricing. Follow safety, storage and labeling procedures.
- Follow department procedures to maintain supplies, backstock and coolers, and to track transfers of products from other departments and spoilage.
- Maintain sampling program by keeping sample areas full, clean, and appealing and by sampling products directly to customers.
- Operate and sanitize all Prepared Foods equipment and surfaces in a safe and proper manner and according to health and sanitation regulations.
- Wash dishes and utensils, remove trash and recyclables promptly, sweep and mop floors.
- Remove old or low-quality items, record and properly dispose of them, following established procedures.
- Supervise and maintain special orders
- Participate in inventory counts.
- Carry out established opening and closing procedures.
- Attend department and storewide meetings.
- Perform other tasks assigned by Prepared Foods Managers.

Qualifications:

- Previous deli, kitchen, culinary, restaurant, sandwich making, cooking & customer service experience required.
- Excellent communication skills and willingness to work as part of a team; ability to communicate effectively with customers.
- Must be self-motivated and solution-oriented.
- Can train and inspire a diverse group of Team Members to excellence in all aspects of the department
- Ability to follow through on instructions and procedures.
- Ability to sell proactively and know basic knowledge of all products carried in the department.
- Understand and communicate quality goals and ingredient information to customers.
- Ability to visually examine products for quality and freshness.
- Effective time management skills.
- Strong work ethic and integrity.
- Proper handling of knives and other cutting equipment.
- Available for flexible scheduling to meet the needs of the department. Evening and weekend schedule required.

Environmental Conditions/Physical Requirements:

- Stand and walk for extended periods of time.
- Bend and stoop to grasp objects and climb ladders. Bend and twist neck and waist, reach above and below shoulders and squat.
- Bend and lift loads, not to exceed 50 pounds. Push and pull carts weighing up to 100 pounds.

- Repetitive use of hands for grasping, pushing, pulling, and fine manipulation.
- Environmental exposure to extreme temperatures (coolers, ovens, freezer, outdoors, etc.)

How to Apply:

- Send your resume and/or cover letter to careers@linden hills.coop
- Go to: <https://tccp.applicantpro.com/jobs/>

Note: This document describes the major responsibilities of a Linden Hills Deli Counter Staff Lead. Management reserves the right to assign other duties as required to insure efficient store operations.