



JOB TITLE: Deli Clerk

REPORTS TO: Deli Manager

STATUS: FT + PT Available

PAY: Starting at \$15/hr

Perform all functions relating to producing high-quality beverages in a quick, friendly, and efficient manner. To contribute in achieving department goals for sales, margin, labor, and exceptional customer service.

RESPONSIBILITIES:

- Provide exemplary customer service to both customers and staff.
- Stay up to date with storewide and departmental communications, policies, notices, and logs.
- Willingness and ability to learn to meet the changing needs and requirements of the job.
- Maintain excellent and clear communications with deli and other department staff to assure smooth work flow and operations.
- Actively engage and assist customers in a prompt, friendly, courteous manner and refer them to other staff when necessary.

Departmental - Food Preparation and Production

- Ensure that food quality, quantity, freshness, and presentation meet all deli standards.
- Ensure that cross contamination does not occur.
- Efficiently prepare all assigned Counter items on basis of need.
- Ensure that production is done using correct measuring devices and all recipes are accurately followed.
- Confirm that all cooked Counter ingredients are prepared properly and take appropriate action if corrections need to be made.
- Help maintain and update Service Counter recipes and production batch lists and report any discrepancies or inaccuracies.
- Pull expired or low-quality items and ensure the loss is accurately recorded.
- Ensure fresh and appealing displays by keeping cases well-stocked and properly rotated.
- Accurately package, weigh, and label *Grab and Go* items in a neat and clean manner.
- Manage execution of Special Orders board.
- Accurately and consistently fill out all checklists, logs, and records to ensure good processes are maintained.
- Create and update daily production list and communicate food prep to prep or hot cook.
- Assist with other food production and preparation tasks as directed by Supervisors.
- Maintain work and sales area in a clean, organized, and safe manner throughout the entire shift.
- Ensure accurate completion of daily cleaning tasks.
- Operate all equipment in a safe and appropriate manner.
- Additional responsibilities as directed by Deli Manager.

SKILLS + QUALIFICATIONS:

- At least one (1) year of experience in a deli, restaurant, or similar customer service business.
- At least one (1) year of experience with knife skills and proper cutting techniques.

- Must have a friendly and outgoing personality and a positive attitude.
- Ability to perform routine, repetitive tasks accurately and safely.
- Demonstrated ability to work independently as well as within a team.
- Excellent verbal and written communications skills.
- Ability to follow instructions and procedures accurately with attention to detail.
- Ability to work with a sense of urgency to meet timelines and goals.
- Willingness to work a flexible schedule
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing of department needs.

WORKING CONDITIONS:

- Ability to stand for long periods.
- Ability to work in cold, wet conditions.
- Ability to chop food for hours at a time.
- General mobility requirements include the ability to: stand or walk for several hours at a time; lift up to 50 lbs. on a regular basis and 75 lbs. with assistance using safe lifting techniques; push and pull carts weighing up to 100 pounds; twist, turn, squat, and bend frequently; reach above and below shoulders; do repetitive motions; hand and wrist mobility including the ability to repetitively grasp objects; visually read fine print; visually read a computer screen for long periods of time; climb a ladder.

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