

Sno-Isle Food Co-op
JOB DESCRIPTION

JOB TITLE: Deli Clerk

DEPARTMENT: Deli

REPORTS TO: Deli Manager and Deli Leads

PAY LEVEL: 1; non-exempt

ABOUT THE CO-OP

Sno-Isle Food Co-op is a full-service grocery store located in downtown Everett, offering local and organic foods. The Co-op is owned by over 10,000 families in Snohomish & Island County areas and has a commitment to strengthening the economic, social, and environmental fabric of our community. Since 1997, the Co-op has demonstrated a priority in sourcing local and sustainable products to ensure the ongoing preservation and betterment of the Earth. The Co-op's vision is to grow the community from the roots up.

POSITION FUNCTION

Responsible for delivering an excellent customer experience to deli customers by producing made-to-order items while maintaining a fully stocked, clean and organized hot bar and grab and go case. Adheres to all operational, merchandise, health and safety standards. May be cross-trained to work in multiple areas of the store in order to support the needs of the business. Work towards ensuring the Co-op's mission. Adhere to the Co-op's code of conduct.

QUALIFICATIONS:

- Able to work a flexible schedule to support business needs, including evenings, weekends, and holidays. Dependable attendance is required.
- Ability to provide friendly, professional external and internal customer service in a fast paced environment
- Ability to calmly and professionally handle multiple demands, prioritize effectively, and problem solve within established guidelines
- Able to respond appropriately to changes in direction or unexpected situations
- Ability to work effectively independently as well as within a team
- Ability to communicate well with others
- Willingness and ability to meet the changing needs of the job
- Computer literacy required.
- Ability to:
 - Learn and memorize job related skills and required information, including: safe knife handling, product knowledge, food allergy and other special diet restriction and safe food handling procedures
 - Use time effectively
 - Follow all policies and procedures
 - Lift and carry 30-50 lbs. when necessary
 - Climb a ladder when necessary
 - Stand and walk for long periods of time
 - Work efficiently in a fast-paced environment

ESSENTIAL FUNCTIONS:

- Prepare all made-to-order deli items

- Assist in the production of grab-and-go products
- Ensure the hot bar, soup bar and grab-and-go case are full at all times
- Maintain the cleanliness of the hot bar, soup bar and grab-and-go case
- Fill, rotate, and face deli and retail displays, as needed
- Ensure proper use of kitchen equipment
- Maintain a clean and sanitary work area
- Ensure accurate price leveling of department items
- Answer phone calls and forward messages or calls as needed

ADDITIONAL FUNCTIONS:

CUSTOMER SERVICE

- Know what a Co-op is and how to highlight the Co-op difference
- Understand how the Co-op functions with relation to owners, customers, and community
- Provide prompt, friendly, courteous customer service
- Ensure customer satisfaction through active listening and follow through
- Maintain professional behavior
- Develop a strong product knowledge
- Support and follow all store policies and processes
- Support and follow all food handling policies and processes
- Participate in safety awareness and maintenance of a risk-free environment
- Performs any general housekeeping tasks necessary to maintain a clean, tidy store
- Develop and maintain good working relations with other staff. Support and assist team members and supervisors when necessary
- Assist in other departments, as needed
- Supports and participates in store sales goals and programs
- Demonstrates strong interpersonal, communication (verbal and written), active listening, proactive problem solving, organizational, time management and follow through skills

ADDITIONAL DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time, with or without notice.

I have read this job description and I fully understand my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my department or the Co-op and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Name (print): _____

Employee Signature: _____

Date signed: _____

Updated 12.18.2023