

# Cook/Baker Job Description

**Department:** Deli **Pay Range:** Two

**Report to:** Deli Manager **Status:** Hourly/Non-Exempt

## Job Summary:

- Process ingredients, prepare products, rotate, store and display designated products in accordance with established practices, priorities and recipes
- Participate in recipe development as requested
- Monitor food quality and ensure compliance with safety and sanitation policies throughout preparation, storage and display
- Record losses
- Maintain a safe and sanitary work environment

in compliance with established practices and WFC Policies, National Organic Program/NOP and applicable insurance and regulatory agencies and to meet department goals for sales, inventory turns, customer service, safety and sanitation

## **Essential Duties and Responsibilities:**

#### Storewide

- I. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
- 2. Consistently and positively promote ownership and owner benefits.
- 3. Follow and ensure compliance with all safety practices and policies.

#### **Customer Service**

- Exceed expectations of internal and external customers for service and provide a
  welcoming environment for all in accordance with WFC's customer service
  standards.
  - a. Anticipate customer needs.
  - b. Promptly respond to requests for service and assistance.
  - c. Ability to deal with difficult or emotional customer situations.
- 2. Treat all customers and co-workers fairly, consistently and with respect.
- 3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

## Job Specific

- Process ingredients, prepare products, rotate, store, stock and display designated products as directed by department management and in accordance with shift criteria and prep lists.
- 2. Participate in recipe development as requested.
- 3. Monitor food quality and presentation as directed in accordance with shift criteria and in compliance with WFC policies, department Organic Standard Handling Plan and established practices for safety, sanitation, and customer service.
- 4. Maintain work stations and ensure cleanliness of shelving, department equipment, storage areas and display areas and communicate and document any equipment maintenance and/or safety concerns to department management; follow weekly and shift specific cleaning tasks as assigned by department management.
- 5. Perform other tasks as assigned by department management.

# **Knowledge, Skills, Abilities**

# Preferred Knowledge, Skills and Abilities

- Applicable degree/certificate
- Experience in commercial food preparation, food safety, knife skills and cooking equipment

#### **Essential Knowledge, Skills and Abilities**

- Ability to document high school diploma or GED
- Experience in commercial cooking/baking, preferably in deli/restaurants/natural foods
- Ability to consistently, timely and safely produce menu items in accordance with recipes, procedures
- Proficiency with commercial cooking equipment and tools
- Computer proficiency, e.g., keyboard experience, email, Word
- Ability to follow through on systems and procedures
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Personal integrity to handle confidential information as applicable
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to prioritize tasks
- Regular, predictable attendance
- Effective communication skills in English
- Available to work evenings, weekends, holidays

#### **Work Environment:**

- I. Occasional Exposure
  - a. Outdoor weather conditions (waste removal, receiving areas, outdoor events)
- 2. Frequent Exposure
  - a. Wet and/or humid conditions (walk-in/reach-in coolers, scullery area)
  - b. Warm and/or humid conditions (servicing hot bar, stove, oven, steamer)
  - c. Cold or extreme cold conditions (walk-in/reach-in freezers)

- d. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
- 3. Constant Exposure
  - a. Background music and in-store pages
  - b. Food odors, grain and spice dust, food allergens
  - c. Proximity to warm, steamy and/or hot appliances

# **Essential Physical Requirements**

- 1. Ability to lift and move up to 60 lbs and frequently lift up to 20 lbs throughout shift
- 2. Ability to complete repetitive tasks such as chopping, stirring and food preparation tasks
- 3. Frequently stand, walk, squat, bend, balance and rotate body
- 4. Frequently ascend and descend stairs, ladders and step stools
- 5. Ability to safely use sharp cutting instruments
- 6. Use of hands to operate machinery such as computer keyboard, digital scale, cardboard baler, department equipment and appliances

# **IMPORTANT DISCLAIMER NOTICE**

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an 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 the work environment change.