



Counter Clerk Job Description

Department: Deli
Report to: Deli Manager
Pay Range: One
Status: Hourly/Non-Exempt

Job Summary:

- Prepare, stock, store, and display designated products
- Provide services offered in Deli areas and respond promptly and politely to customer requests for assistance in other areas of the Co-op
- Maintain a safe and sanitary work area

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

1. 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

1. 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

1. Prepare, weigh, price and/or date, stock, rotate and display designated food and drinks in accordance with shift criteria and in compliance with WFC policies and practices.
2. Maintain accessibility for customer requests and promptly and politely assist customers with requests for Deli services/products as well as for services/products in other areas of the Co-op.
3. Price and/or date, prepare, rotate and display products as directed in accordance with shift criteria and in compliance with WFC policies and as directed by department management.
4. Clean and maintain sanitation and safety of department equipment and work areas and communicate and document any equipment maintenance and/or safety concerns to 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
- Proficiency with commercial cooking equipment and tools

Essential Knowledge, Skills and Abilities

- Ability to document high school graduation or GED
- Outstanding customer service skills
- Ability to consistently and timely process and prepare menu items according to established practices
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Willingness to be open, to learn and to take on new responsibilities
- Ability to follow through on systems and procedures
- Ability to consistently use established department communication systems
- Computer proficiency, e.g., keyboard experience, email
- Ability to read and comprehend instructions
- Ability to work efficiently in a fast-paced environment
- Ability to be flexible and to adapt to changing conditions quickly
- Demonstrated ability to follow through on commitments
- Ability to prioritize tasks
- Effective communication skills in English
- Regular, predictable attendance
- Available to work evenings and weekends

Work Environment:

1. Occasional Exposure
 - a. Outdoor weather conditions (waste removal and work in receiving areas)
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 of product 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, 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.