

Kitchen Clerk Job Description

Department: Deli **Pay Range:** One

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

Job Summary:

- Wash, sanitize and store cookware, utensils and containers in accordance with established practices and priorities
- Process ingredients, rotate, store and display designated products in accordance with established practices, priorities and recipes
- 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

- I. Wash, sanitize and store cookware, utensils and containers in accordance with established practices and priorities; ensure the kitchen and counter have an adequate supply of clean wares, linens, paper supplies, etc.; remove and process trash, compost and recycling in accordance with shift criteria.
- 2. Prepare (wash, cut, chop) ingredients for recipe preparation and for salad bar as directed, in accordance with shift criteria and in compliance with established practices.
- 3. Follow shift-specific daily and weekly cleaning tasks as designated by department management; ensure cleanliness of department areas and equipment and communicate and document any equipment maintenance and/or safety concerns to department management.
- 4. 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

- Outstanding customer service skills
- Ability to consistently and timely process and prepare ingredients 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:

- I. 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 frequently lift and move up to 60 lbs throughout shift
- 2. Ability to complete repetitive tasks such as scrubbing, washing, 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.