

Job Specific

1. Supervise and assist in production, rotation, stocking, storage pricing, preparation of signs/price tags, display and promotion of designated products to achieve goals for sales and customer service in compliance with WFC policies, department Organic Standards Handling Plan and established practices for safety, sanitation and customer service.
2. Ensure designated products are received according to established practices and, as applicable, credit is received from vendors; ensure vendor invoices are accurate and coordinate product pricing and promotional pricing with IT Department in a timely manner.
3. Participate in recipe development as requested and monitor prepared foods quality, presentation and losses in compliance with WFC policies and established practices for safety, sanitation and customer service; maintain par numbers established by Deli management for prepared foods and outside vendors.
4. As directed, train, coach and develop designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations and to achieve department goals.
5. Ensure department accountability for maintaining performance standards, provide daily supervision and leadership to designated employees and follow through promptly on documentation and coaching in compliance with WFC policies and practices.
6. Ensure cleanliness and maintenance of department areas and department equipment in compliance with established practices; document and report any equipment maintenance or safety concerns to Deli management.
7. Perform other tasks assigned by Deli management including, but not limited to, participation in inventories and resets and filling in for designated employees.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Applicable degree/certificate
- Experience in retail receiving, pricing, merchandising and display
- Experience in commercial food preparation, food safety, knife skills and cooking equipment
- Experience supervising including, but not limited to, training, and ensuring accountability

Essential Knowledge, Skills and Abilities

- High school diploma or GED
- Minimum two years of experience in commercial cooking/baking or retail foodservice
- Experience providing leadership and/or direction to employees including training and coaching
- Experience in retail, grocery, natural foods and/or cooperative management
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL
- 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:

1. Occasional Exposure
 - a. Outdoor weather conditions (carry-outs, tasks in loading dock area)
2. Frequent Exposure
 - a. Wet and/or humid conditions (walk-in/reach-in coolers)
 - b. Change in room temperatures due to proximity of entrance/exit doors
 - c. Carts, pallets and hand-trucks of product moving in and out of storage/retail areas and in and out of freight elevator
 - d. Proximity to warm, steamy and/or hot appliances
3. Constant Exposure
 - a. Background music and in-store pages
 - b. Food odors, grain and spice dust, food allergens

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. Ability to stand, walk, squat, bend, sit, balance and rotate body
4. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks
5. Frequently ascend and descend stairs, ladders and step stools
6. Ability to safely use sharp cutting instruments

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.