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## **Deli Counter Clerk**

### **Job Description**

Reports Directly to Deli Manager

Nonexempt

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**Position Summary** – Orcas Food Co-op's Deli Counter Clerk position is responsible for providing outstanding customer service as per Co-op standards, serving a consistent and quality product, maintaining the dish area, and maintaining clean and orderly cases, displays and floors in and around the deli.

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### **Tasks and Responsibilities**

- a. Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining Co-op standards, solid product knowledge, explain store policies and procedures concisely, maintain an awareness of all promotions and advertisements and all other aspects of customer service.
- b. Respond promptly and courteously to all customer questions and complaints, works hard to ensure that the customer feel satisfied after any interactions;
- c. Counter and barista service. Dishwashing and cleaning in the deli and production areas. General cleaning/janitorial in kitchen and deli including sweeping at the end of each shift and mopping floor at end of closing shift, polishing all stainless steel surfaces and keeping the dish washing area free of clutter or debris, general upkeep of deli & co-op as a whole;
- d. Ensure that all deli area cases and displays are stocked and merchandised appropriately;
- e. Be knowledgeable about all deli products and their locations including back-stock;
- f. Ensure department sanitation, cleanliness and safety standards are met;
- g. Familiarity with common allergens, varied diets, deli products, specialty foods, baked goods and prepared foods;
- h. Knowledge of ingredients present in deli items;
- i. Accurately and efficiently meet customer requests, answer questions and serve deli products;
- j. Maintain a well-stocked, clean and orderly deli for customers;
- k. Use proper storage, product rotation and labeling procedures;
- l. Document out of stock and waste items following departmental procedures;
- m. Complete daily side work and prep tasks as assigned;
- n. Receive and properly stock deliveries as directed (checking for quality and utilizing proper rotation protocols);
- o. Follow all Health Department regulations;
- p. Keep supervisor informed of any problems and/or ideas;
- q. Participate in team, staff, and other meetings as scheduled;
- r. Performs other duties as assigned;
- s. Maintain vision of the "Big Picture" for the store as a whole while simultaneously attending to details in the deli department;



- t. Know and promote Co-op principles and Mission, explain membership clearly and efficiently and follow Co-op work policies and procedures;

### **Job Requirements and Competencies**

- a. Ability to provide excellent, professional customer service;
- b. Ability to handle stress and to treat customers and co-workers with respect even in difficult situations;
- c. A passion for identifying and meeting Co-op customer needs;
- d. Fun, playful personality;
- e. Available to work a variety of shifts including mornings and weekends and make it to all shifts on time and ready to work;
- f. Ability to work quickly, efficiently and in some cases independently in a fast paced environment;
- g. Ability to learn quickly, prioritize effectively and demonstrate good judgment;
- h. Willingness to ask questions and for help when needed;
- i. Ability to communicate openly and honestly and in a manner that is mutually respectful;
- j. Ability to work independently and as part of a team;
- k. Willingness to assist co-workers with anything that is necessary or requested;
- l. Accepts direction willingly and follows through with delegated tasks;
- m. Self motivating;
- n. Organizes tasks efficiently, maintains focus and stays productive throughout shift;
- o. Excellent communication, organizational and multitasking skills;
- p. Barista experience preferred;
- q. Retail food service or restaurant experience preferred;
- r. Familiarity with natural foods preferred, enthusiasm and willingness to learn required;
- s. Knowledge of proper food handling procedures;
- t. Consistently practice good personal hygiene;
- u. Ability to safely operate all deli equipment including but not limited to meat slicer, food processor, blender, ovens, stove tops, espresso machine, Panini grills, juicer and knives;
- v. Must be at least 18 years of age.

### **Physical Requirements**

- a. Ability to lift 50 lbs.
- b. Ability to stand for long periods, bend and twist repeatedly, lift product overhead, and/or to climb ladders with product.

### **Benefits Include:**

- a. Staff discount;
- b. Paid time off;
- c. Your very own really cool Orcas Food Co-op apron!

