

Prepared Foods Associate

Objective: To work in all areas of the Prepared Foods department as needs dictate. Duties include but are not limited to the following; brew coffee and maintain self-serve beverage station, to prepare daily grab & go sandwiches, salads and wraps, to make made to order bowls, entrée items and smoothies, to assist in the daily production of food items for use on the service counter and other points of sale, and to keep food fresh and available throughout the day, to cut and wrap cheeses, stock daily bread, pastry and grab and go deliveries.

Status: non-exempt, hourly position.

Reports to: Prepared Foods Manager.

Responsibilities:

I. Customer Service:

- Offer consistent, fair and respectful customer interactions to ensure repeat customer traffic.
- Provide product information and educational materials to customers and staff.
- Understand and communicate the value of the co-op, and the particulars of ownership to customers and staff. Work to advance the mission of Durham Co-op Market through outstanding service.

II. Food Preparation:

- Prepare sandwiches, salads and wraps for grab & go cooler in an efficient and accurate manner.
- Prepare food items for the full service counter and self serve areas.
- Prep and stock ingredients for sandwich and salad station.
- To cut, wrap, pack and label cheeses and olives for self service cheese cases.
- Follow good food handling and food safety protocols meeting or exceeding ServSafe standards.
- Cooperate with other departments to reduce overall store waste.

III. Ordering/Receiving:

- Receive and put away orders, following first in first out rotation, when assigned by Prepared Foods Manager.

IV. Department Maintenance:

- Maintain department equipment in good working order by following cleaning schedules and maintenance procedures provided by Department Coordinators.
- Advise Department Coordinators of equipment repair and replacement needs.
- Ensure food prep and display areas are maintained in sanitary, orderly condition meeting or exceeding ServSafe standards.
- Ensure proper storage and labeling of food following established procedures.

V. Other Responsibilities:

- Perform other tasks assigned by Prepared Foods Manager.
- Attend department and storewide staff meeting
- Assist in meeting sales, margin, and labor goals for department.
- Arrive at work allowing enough time to clock-in at the assigned time and be on the floor ready to begin work.
- Keep supervisor informed of any problems or ideas.
- Know and follow store policies and procedures.

Qualifications/Minimum Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Commitment to superior customer service and to providing the highest quality shopping experience possible
- Experience in a retail environment. Experience in coffee service, sandwich making and cash register preferred but not required.
- Ability to work well with others in a cooperative environment where teamwork and constant communication are essential.
- Attention to detail, and ability to stay task focused in a dynamic work environment.

Language Skills

Ability to comprehend simple written instructions, short correspondence, and memos in English. Ability to write simple correspondence in English, and to effectively present information in English in one-on-one and small group situations to customers and other employees of the organization. Knowledge of Spanish is desired, but not required.

Math Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10s and 100s.

Physical Demands

Demonstrated ability to remain upright for long periods and move about the inside and outside of the store; Ability to maintain work area. Person in this position frequently communicates with customers and other staff; must be able to exchange accurate information in these situations.

The employee must regularly move up to 10 pounds, frequently move up to 25 pounds and occasionally move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Aim at all times mutual respect for customers and staff.

Other

The employee must be available to work a flexible schedule, including evenings and weekends.