



## JOB DESCRIPTION

**Department:** Deli

**Job Title:** Deli Counter Service – Assistant Manager

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**Purpose:** To lead the operations of a natural foods deli counter service incorporating several sub-departments to meet Co-op goals for safety, sales, margin, labor expense and excellence in customer service.

**Status:** Reports to Food Services Manager

### **Customer Service:**

- Ensure prompt, friendly, helpful customer service is delivered to customers by all staff.
- Execute selling techniques in all facets of the operation to increase sales.

### **Product Knowledge:**

- Deeply knowledgeable about all products sold by the deli. Stays current with store and industry trends. Answers internal and external customer questions accurately.

### **Product Presentation and Quality:**

- Expedite food preparation/ production with emphasis on quality and speed.
- Develop daily menu specials to expand sales and reflect varied specialty diets.
- Create and maintain merchandising displays, signage and stock levels.

### **Maintenance and Conditioning:**

- Ensure proper maintenance of all equipment.

### **Safety:**

- Ensure department operates in compliance with all food health and safety regulations.
- Maintain all safety protocols.

**Teamwork:**

- Work closely with kitchen manager and commissary team to maintain operational flow, product production, quality and presentation.
- Coordinates work with other departments to meet Deli department and Store objectives.

**Accountability:**

- Accepts responsibility for own actions. Exemplifies honesty, integrity and ethics.

**Job Specific Functions:**

- All aspects of staffing, including interviewing, hiring, and training employees; planning, assigning, scheduling and directing work. Appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Train staff in merchandising, selling and pricing techniques.
- Establish record-keeping procedures and pricing to meet margin, sales and labor goals.
- Monitor waste & cost controls.
- Perform various administrative tasks relating to operations and personnel.
- Maintain adequate inventory levels: IE; baked goods, coffee, equipment, paper supplies etc.
- Purchase products and supplies.
- Ability to work and lead team members in a fast paced environment.
- Coordinate special events, such as meetings, catering and promotional events.
- Develop weekly master schedule for staff.
- Organize Deli team meetings.
- Other duties as assigned.

**Qualifications**

- ServeSafe or related certification in safe food handling.
- Three years' experience in a supervisory role in food service.
- Three years' experience in a customer service role.
- Education: High school diploma and other post high school education in hospitality and food service a plus.
- Willingness to work a flexible schedule which includes holidays, nights and weekends.
- Strong knowledge of various dietary needs and preferences, such as vegan, gluten-free, plant-based, etc.
- Great communication skills, including ability to motivate others
- Computer skills; efficient in working with food inventory software, word processing and spread sheet software.
- Ability to lift 50 lbs, stand on your feet continuously for 8-10 hours and meet all physical demands of the position.

