



Shift Lead - Service Deli

FT Hourly \$13.50-\$19.91 + Benefits

REPORTS TO: Deli Manager, Assistant Managers

JOB SUMMARY: To take orders, serve high-quality products and perform duties accurately and efficiently while emphasizing great customer service. The shift lead is the go-to person on the shift who: provides support, direction and assistance to staff to ensure smooth daily operations; works alongside staff to ensure customers are being served in a courteous, prompt and friendly manner; may resolve customer complaints, report safety or other issues to Department Manager, Assistant Manager or MOD.

QUALIFICATIONS:

- Experience in a deli or restaurant required.
- Must possess (or obtain within 30 days from hire date) Idaho Food Safety certification and Serv-Safe training.
- Exhibits passion for providing excellent customer service.
- Ability to demonstrate leadership qualities.
- Comprehend simple instructions, recipes, and training materials.
- Effectively communicate to customers and co-workers.
- Proficient in use of Microsoft Office suite.
- Able and willing to work a variety of shifts, including early mornings, evenings, and weekends.

DUTIES AND RESPONSIBILITIES

Customer Service Responsibilities

- Serve every customer in a friendly, courteous, and professional manner.
- Maintain a positive company image by providing courteous, friendly, and efficient customer service to both internal and external customers.
- Work cooperatively in all situations with customers and co-workers.
- Exhibit high standards of ethics, honesty, trust, accountability and respect.

Department Responsibilities

- Help customers make product selections by answering questions about preparation and ingredients.
- Work in a fast-paced environment with many interruptions.
- Follow department procedures for packaging, weighing and pricing deli items for customers.
- Work with line cooks to ensure full and self service food cases are fully stocked.
- Adhere to all Idaho laws regarding food safety and sanitation.
- Stock deli items following guidelines for merchandising and rotation.
- Maintain a working knowledge of the menu, vendors and products in the Deli.
- Prioritize time to ensure that prep work, stocking, cleaning and customer service are handled efficiently.
- Follow department procedures for processing known loss, invoices, and special orders.
- Adhere to scheduled shifts and be ready for work when shift begins.
- Attend all Deli department meetings.
- Wear proper clothing during shift, including apron and nametag, adhering to standards as specified by department management and the Boise Co-op Employee Handbook.
- Keep your department orderly and clean.
- Observe safety and security procedures; reports potentially unsafe conditions.
- Use equipment and materials properly.
- Abide by all Co-op policies and procedures as specified in the Boise Co-op Employee Handbook.
- Perform other duties as assigned by management.

Shift Lead Responsibilities – Lead by Example!

- Act as lead worker for employees on assigned shift; assign tasks and direct workflow.
- Report problems such as performance or attendance issues to the Department Manager or Assistant Manager using procedures established by the department.
- Train, train and retrain, referring to guidelines from the Deli Department Training Manual.
- Maintain high level of presence out front to assist employees and customers.
- Model respectful communications with staff that are timely, clear, and direct.
- Demonstrate leadership behaviors and work ethic to motivate staff and encourage teamwork.
- Treat all employees fairly and consistently in a style appropriate to a cooperative work environment.

PHYSICAL DEMANDS:

- Remain in a stationary position for prolonged periods.
- Move about Deli to assist customers, fulfill orders.
- Use knives, serving utensils; operate meat slicer, espresso machine.
- Hearing required to converse with customers and co-workers.
- Ability to smell for inspecting product, sanitation standards.
- Ascend/Descend ladders.
- Bend from the waist or bend legs to reach lower shelves of deli cases (desserts, salads and other prepared foods).
- Lift and/or move up to 50 pounds.
- Operate phone, fax, calculator, box cutter.
- Tolerate varying temperatures (coolers/freezers, hot/cold water).
- Able to clearly identify ingredient lists, recipes, expiration dates, bar codes, invoices.
- Peripheral vision and depth perception required.

IMPORTANT NOTICE: The job duties, responsibilities, skills, 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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.