



Deli Shift Leader

Job Description

Ends Statement – MNFC member owners, customers, and the community benefit from healthy foods, a vibrant local economy, environmentally sustainable and energy-efficient practices, cooperative democratic ownership, and learning about these values.

Purpose – To assist the department manager to ensure an organized, accountable, motivated and highly functioning department. To fulfill departmental administrative duties as directed by or in the absence of a manager. To provide staff with the tools, training and critical feedback required to ensure the highest level of service to the MNFC customer and co-workers.

Reports to Department Manager

- ✚ Day to day staff direction
- ✚ Purchase Product
- ✚ Part time or full time (includes weekends and evening hours)
- ✚ Pay level III

Responsibilities:

SHIFT LEADER

- ❖ Oversee staffing levels and work short staffed areas as needed to provide excellent customer service and support
- ❖ Demonstrate accountability for the actions and performance of the department
- ❖ Effectively delegate departmental needs based upon priority
- ❖ Coordinate with department management and shift leaders clearly to achieve department goals
- ❖ Offer and receive constructive criticism professionally
- ❖ Monitor, maintain and enforce opening and closing checklists; including department operations
- ❖ Ensure all department phone calls or pages are answered promptly
- ❖ Mentor new staff in all aspects of department and store operations

PERSONNEL

- ❖ Support a professional and fun work environment where staff are highly motivated
- ❖ Supervise and motivate staff in the absence of department management
- ❖ Monitor, maintain and enforce opening and closing checklists; including production lists
- ❖ Communicate clearly with management any departmental issues
- ❖ Report any pertinent personnel or customer service issues to department management promptly
- ❖ Train and mentor new staff in all aspects of department and store operations
- ❖ Plan for adequate and knowledgeable back-up to be in place to cover planned or unplanned absence.

PURCHASING

- ❖ Coordinate and place select orders following established procedures and meeting vendor deadlines
- ❖ Maintain a well-stocked inventory through strategic ordering and regular audits

- ❖ Maintain effective, mutually beneficial vendor relations
- ❖ Receive orders following established procedures
- ❖ Ensure that items not delivered or delivered damaged are returned and credit is received following established procedures
- ❖ Attend training events as needed
- ❖ Make all recommendations and decisions in the best interest of MNFC customers and staff

MERCHANDISING

- ❖ Collaborate with department management to create and maintain merchandising plans
- ❖ Oversee maintenance of attractive fully-stocked, rotated shelves and abundant food bars
- ❖ Coordinate with dept. management appropriate, attractive and cohesive labeling and signage

DEPARTMENT MAINTENANCE

- ❖ Oversee displays and shelving for cleanliness
- ❖ Prepare large volumes of food accurately following recipes and standards as needed
- ❖ Participate in quarterly inventories
- ❖ Obtain and provide product information for customers and staff education
- ❖ Notify manager of out of stocks and discontinued products
- ❖ Maintain organized and clean department

DEPARTMENT GROWTH

- ❖ Meet regularly with department manager to discuss short term and long term goals
- ❖ Strategize to achieve department goals
- ❖ Discuss all success and failures in constructive terms
- ❖ Develop and maintain a fiscal awareness of the department
- ❖ Mentor and train staff as needed

CUSTOMER SERVICE

- ❖ Actively model outstanding customer service in all areas for both customers and MNFC employees as outlined in the Customer Service Guide
- ❖ Continually learn to improve knowledge of products we carry, correctly identify items, demonstrate familiarity with our buying criteria, etc.
- ❖ Seek assistance when appropriate

DEPARTMENT OPERATIONS

- ❖ Perform all deli duties consistent with needs for the assigned shift, including but not limited to:
 - Serve customers smoothies, juices, sandwiches
 - Support service of baked goods, coffee, tea and grab n' go items
 - Prepare sandwiches, baked goods, deli items, sliced meats and cheeses
 - Ensure cases are clean and full throughout the day and items are attractively displayed
 - Perform opening and closing duties per checklists and department needs
 - Promote quality control through receiving, stocking and storage

OTHER RESPONSIBILITIES

- ❖ Arrive to work on time, ready and able to work as scheduled
- ❖ Complete all aspects of assigned task, even when pressured by time or conflicting demands
- ❖ Follow or suggest procedures to ensure consistent results
- ❖ Take initiative to identify and resolve problems
- ❖ Remain positive and professional in all interactions
- ❖ Assist department manager in planning special displays and merchandising programs
- ❖ Properly receive and stock deliveries as necessary
- ❖ Present written and verbal information in a clear and easily understood manner

- ❖ Maintain safe and sanitary work conditions throughout department in compliance with applicable Health and Safety codes
- ❖ Follow and comply with established Weights and Measure procedures
- ❖ Sell merchandise
- ❖ Attend department meetings, all staff meetings and workshops
- ❖ Stay informed of MNFC current events by reading communication logs and staff newsletter

Other duties as assigned to meet the needs of the department and/or the overall operation of Middlebury Natural Foods Co-op.

Preferred Qualifications:

- ❖ Supervisory experience in a retail customer service setting
- ❖ Retail buying experience
- ❖ ServSafe Certified
- ❖ Analytical ability and proficiency in math to calculate margin, monitor profitability and manage inventory
- ❖ Excellent customer service skills
- ❖ Familiarity with natural foods and the natural food industry
- ❖ Eager to learn and take on new responsibilities
- ❖ Ability to thrive in a cooperative environment where teamwork and communication is essential
- ❖ Proficiency with computers including such programs as MS Word and Excel
- ❖ Basic understanding of Point of Sale systems
- ❖ Willingness to assist others and give the extra effort needed to meet goals

Physical Skills Required

- ❖ Office environment- computer skills, use of office equipment (copier, laminator, etc.)
- ❖ Indoor work in store
- ❖ Ability to work in cold environments including walk-in coolers and freezers
- ❖ Periodic work outdoors
- ❖ Ability to lift up to 50 lbs. frequently and repeatedly
- ❖ Bending twisting and reaching
- ❖ Standing and walking: ability to stand for up to 8 hours a day, several days a week
- ❖ Climbing stairs
- ❖ Pushing and pulling: pushing carts up to 300 lbs.
- ❖ Typing, writing, and similar activities
- ❖ Fine motor skills for cutting, mixing, stacking, food prep, and similar activities
- ❖ Repetitive use of hands
- ❖ Operation of equipment and/or machinery
- ❖ Able to work with and safely handle all products in our store; flour, peanuts, etc.

It is understood that no job description can fully include all responsibilities of the job. In an ever changing, growing and evolving Co-op the General Manager or designate can and will add or change responsibilities as needed. If a permanent change, job descriptions will be modified in a reasonable time.

Name

Signature

Date