

Menomonie Market Food Co-op Cook Position Description

STATUS: Pay Level II
REPORTS TO: Kitchen Manager

JOB SUMMARY:

Cooks prepare fresh, high quality food to help the deli department meet goals for sales, margin, and labor costs, and our Ends Statement, which is to be central to a thriving, healthy community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. CUSTOMER SERVICE AND INTERNAL SERVICE

- A. Provide excellent customer service to our shoppers, making the customers' needs your priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- E. Work to resolve any customer complaints or issues with appropriate department manager, and any internal conflicts directly.

II. PRODUCTION AND MAINTENANCE

- A. Produce deli items following established recipes and direction from Kitchen Manager.
- B. Cull old or low-quality items, record and properly dispose of them.
- C. Follow safety, storage and labeling procedures.
- D. Maintain all department areas in clean, safe, orderly condition, meeting health department standards.
- E. Carry out established opening and closing procedures.
- F. Assist with receiving and putting away orders, as needed.
- G. Participate in inventory counts.
- H. Maintain department equipment in working order. Advise Deli Manager, Facilities Coordinator or Communications Manager of equipment problems.

III. MISCELLANEOUS

- A. Attend department meetings and storewide meetings.
- B. Perform other tasks assigned by the Kitchen Manager.

QUALIFICATIONS:

- Experience cooking in deli, restaurant, catering or food service.
- Ability to stand for long periods of time.
- Ability to work in close quarters with other people.
- Manual dexterity with hazardous equipment.
- Ability to handle multiple demands.
- Ability to communicate respectfully, clearly, and completely.

- Calmness under pressure.
- Attention to detail, accuracy.
- Willingness to work nights, weekends, and early mornings.
- Ability to lift up to 50 pounds.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.