

Menomonie Market Food Co-op Kitchen Manager Position Description

STATUS: Pay Level IV
REPORTS TO: Deli Manager
SUPERVISES: Cooks, Bakers, Deli Team

JOB SUMMARY:

The Kitchen Manager oversees deli operations, ensuring the kitchen delivers high quality product and excellent customer service. This position assists the Deli Manager to meet objectives for sales, margin, inventory turns, 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. LEADERSHIP

- A. Model supportive and participatory leadership; promote team building within the staff.
- B. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
- C. Ensure that communications are clear, direct, and respectful.
- D. Ensure the integrity of MMFC's Ends Statement in decision-making and interactions with others.
- E. Use effective and respectful problem solving method to resolve issues.
- F. Act as a model to all store employees by following all policies and procedures and upholding the Ends, vision and values of the organization.

III. KITCHEN MANAGEMENT

- A. Oversee daily production based on planned menus
- B. Communicate ordering needs to Deli Specialist to ensure adequate inventory is always on hand to minimize department transfers.
- C. Ensure proper rotation of perishable items. Ensure all deli cases and displays are promptly and fully stocked.
- D. Ensure that all deli staff prepare recipes and made-to-order items as written to maintain the integrity of the label.
- E. Monitor safe food handling in the kitchen. Ensure high standards of cleanliness and sanitation.
- F. Monitor daily production and adjust accordingly.

- G. Ensure that interdepartmental transfers and stock loss are recorded at time of removal from sales floor.
- H. Collaborate with Deli Manager to plan seasonal menus.
- I. Collaborate with Deli Manager to develop recipes as assigned.
- J. Report customer suggestions, comments, and complaints to the Deli Manager, and take action to correct immediate issues as needed.

IV. PERSONNEL MANAGEMENT:

- A. Assist with hiring qualified applicants following established procedure.
- B. Ensure appropriate department-specific training to ensure that all department staff are proficient in the skills and knowledge required for their positions.
- C. Conduct timely and meaningful performance evaluations in accordance with MMFC procedures and standards.
- D. Recommend pay raises within department budget and MMFC pay scale.
- E. Take disciplinary action as needed following established policies.
- F. Ensure department staff is informed of storewide meetings and policy changes.
- G. Ensure staff are engaged in the pursuit of the department's and MMFC's goals.

V. DEPARTMENT SUPPORT

- A. Produce deli items as needed following established recipes.
- B. Follow safety, storage and labeling procedures.
- C. Carry out established opening and closing procedures.
- D. Provide service and leadership for our catering program, in or classroom and offsite, as directed.
- E. Provide product information to customers and staff.
- F. Attend and help lead department meetings and storewide meetings.
- G. Attend conferences and workshops as assigned.

VI. DEPARTMENT MAINTENANCE

- A. Ensure that department areas are in clean, safe, orderly condition, meeting health department standards.
- B. Ensure all deli areas are organized to allow accurate ordering and re-stocking.
- C. Participate in inventory counts.
- D. Maintain department equipment in working order. Advise Deli Manager or Facilities Coordinator of equipment problems.
- E. Participate in setting performance goals for department.
- F. Perform other tasks assigned by the Deli Manager.

QUALIFICATIONS:

- Supervisory experience in prepared foods production preferred.
- Experience developing systems and procedures.
- Experience in a fast-paced retail setting.
- Fluency in basic financial concepts; ability to calculate labor, pricing, and margin.
- Computer literacy and proficiency in Excel and Word.
- Ability to stand for long periods of time.
- Manual dexterity with hazardous equipment.
- Ability to handle multiple demands.
- Ability to communicate respectfully, clearly, and completely.
- Calmness under pressure.

- Ability to project an outgoing, friendly personality.
- Attention to detail, accuracy.
- Willingness to work evenings, 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.