

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 customers' needs the 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 oneself 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 DEPARTMENT MAINTENANCE

- A. Produce deli items following established recipes and direction from Kitchen Manager.
- B. Ensure freshness of all ingredients used. Work with Cashiers to properly record old or low-quality items.
- C. Ensure interdepartmental transfers are recorded at time of removal from sales floor.
- D. Follow safety, storage, and labeling procedures.
- E. Assist with washing all Deli dishes.
- F. Maintain all department areas in clean, safe, orderly condition, meeting health department standards.
- G. Carry out established opening and closing procedures.
- H. Assist with receiving and putting away orders, as needed.
- I. Participate in inventory counts as assigned.
- J. Maintain department equipment in working order. Advise Shift Captain, Deli Manager, or Facilities Coordinator 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 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