

# Menomonie Market Food Co-op Deli Team Position Description

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**STATUS:** Pay Level I  
**REPORTS TO:** Deli Manager

## **JOB SUMMARY:**

The deli team maintains a clean kitchen, assists with basic prep and packaging tasks, ensures deli product is stocked in a timely manner, and provides friendly and efficient customer service. These positions help the deli department meet goals for sales, labor costs, and customer service, 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. DEPARTMENT MAINTENANCE**

- A. Wash all deli dishes. Clean and maintain equipment in accordance with department standards.
- B. Remove trash, recycling, and compost. Sweep and mop kitchen and deli seating areas as needed. Perform other cleaning duties as assigned.
- C. Assist cooks with food prep such as washing, chopping, measuring, and mixing.
- D. Produce made-to-order items, providing friendly and efficient customer service.
- E. Stock deli cases. Package and label deli items.
- F. Maintain salad/hot and coffee bars.
- G. Work with Cashiers to properly record old or low-quality items and ensure interdepartmental transfers are recorded at time of removal from sales floor.
- H. Follow safety, storage, and labeling procedures.
- I. Maintain deli in clean, safe, orderly condition, meeting health department standards.
- J. Carry out established opening and closing procedures.
- K. Assist with receiving and putting away orders, as needed.
- L. Participate in inventory counts as assigned.

### **III. MISCELLANEOUS**

- A. Attend department and storewide meetings and trainings, as assigned
- B. Perform other tasks assigned by the Deli Manager or Kitchen Manager
- C. Provide service for our catering program, in our classroom or offsite as directed

**QUALIFICATIONS:**

- Previous experience in kitchen, food service, and/or customer service preferred
- 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
- Ability to project an outgoing, friendly personality
- Attention to detail, accuracy
- Ability to communicate respectfully, clearly, and completely
- Willingness to work early mornings, evenings, and weekends
- 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