



## Food-To-Go Clerk

Exempt       Non-Exempt

Department: Food-To-Go

Compensation Grade: Level 2

### **Job Summary:**

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority. Perform all functions in conjunction with the soup and salad bar. Responsible to keep all self-serve merchandised areas well stocked and clean. Monitor and maintain full in-stock of soup and salad station. Maintain a clean and organized soup and salad bar area. Demonstrate politeness and courtesy toward customers, co-workers, and vendors at all times.

### **Reports to:**

1. Deli Manager
2. Food-To-Go Buyer
3. Shift Leader

### **Essential Functions:**

#### **1. Providing excellent customer service:**

- Greet and offer assistance to customers.
- Learn product locations to find products for customers throughout the store.
- Study and gain knowledge about products in the department.
- Refer customers to the appropriate employee to provide product information.

#### **2. Preparation and maintenance of the soup, salad bar and grab & go products:**

- Perform opening soup and salad bar tasks in accordance with checklist for opening bar.
- Monitor and keep salad bar, soup station and backstock at appropriate levels.
- Assist in preparing in-house grab & go items as directed.
- Keep containers, utensils and napkins fully stocked at all times for customers.
- Maintain an organized and sanitary workstation.
- Wipe down salad and soup bar often and every 15 minutes during busy times.
- Monitor food and supply levels and communicate low inventory and out of stocks to FTG Buyer.
- Keep backstock area well-organized with all prepared foods rotated in accordance with store policy and product code dates. Pull all out of date merchandise off of the shelves and alert FTG Buyer.
- Ensure all soup and salad bar foods are dated, labeled and stored properly.

- Handle spoiled products according to company policy.
- Perform closing soup and salad bar tasks in accordance with checklist for closing bar.
- Maintain the overall customer aspect of the department.

**3. Maintain a safe and clean environment:**

- Perform daily cleaning tasks in accordance with checklist.
- Keep merchandised areas clean at all times, in accordance with safe food-handling standards.
- Return dirty pans and eating ware to the prep room.
- Check temperature at soup and salad bar every 2 hours and record on temperature log.
- Clear trash and liquids on counters and floor.
- Operate equipment in a safe manner that will not lead to injury of self or others.
- Report malfunctioning equipment to the manager or shift leader.
- Ensure trash cans are emptied by utility staff when full.

**4. Other Duties:**

- Receive and stock Grab & Go food from outside vendors.
- Ensure quality and quantities meet UNF's standards.
- Ensure invoices are accurate and coded correctly.
- Alert supervisor of any price changes from incoming invoices from vendors.
- Perform other tasks as assigned by the Deli Manager, Food-To-Go Shift Leader, or Food-To-Go Buyer.
- Refer unresolved questions or problems to an appropriate employee, i.e. buyer, manager, and/or department shift leader.
- Attend mandatory staff meetings and read all notices and newsletters.
- Watch for and report shoplifting and/or employee theft.

**Expectations:**

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department Manager.
- Professionalism – Dress and manners are appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.
- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.

- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior. Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.
- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

### **Responsibility and Authority:**

Equipment:	Responsible for proper use, care and cleanliness of soup and salad bar equipment.
Financial:	Careful attention to details must be paid when receiving and stocking merchandise. It is important to double check invoice information so the co-op is not overcharged for or under shipped the amount of product ordered. It is equally important to double check the prices posted for the customer. Errors in pricing have the potential to cost the co-op income and/or irritate or lose customers.
Supervisory:	No direct supervision.

### **Qualifications :**

This individual must pass a food handler certification course within 2 weeks of hire. To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **Knowledge and Skills**

#### **Minimum Education:**

- N/A

#### **Minimum Experience:**

- Basic math and calculator skills.

#### **Language Skills:**

- Ability to speak effectively in English and extend excellent customer service customers, staff, vendors, and community members.
- Read and interpret documents in English such as operating and procedure manuals and sales receipts.
- Write occasional notes, reports, and/or summaries in English.
- Proper and professional use of the phone system.

#### **Computer Skills:**

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued software programs, including but not limited to Microsoft Office programs.

**Reasoning Ability:**

- Ability to handle multiple demands and pay attention to detail.
- Stay focused and on-task.
- Ability to follow written and verbal instructions.

**Desirable Skills:**

- Food Handlers Certification.
- Previous food-handling experience.
- Knowledge or organic gardening and/or cooking.
- Ability to communicate in Spanish.

**Physical Job Description**

**Typical Working Conditions:**

Environment is generally indoors walking or standing on concrete floors and may involve working in the walk-in refrigerators for a period of time, during which time a coat may be needed. The building temperature is controlled, although it is occasionally necessary to go outside and will be exposed to outdoor temperatures. Work performed includes stocking and merchandising shelves, which includes lifting and repetitive movement. Must be able to lift heavy boxes.

**Equipment Used:**

Responsible for proper care and use of the soup and salad bar equipment. This position requires the ability to work on ladders and stepladders, with 4-wheel stocking carts, box cutters, and in walk-in refrigerators and freezers. Employee may wear protective clothing or gloves as necessary. The department has a computer for ordering, receiving, and price checking.

**Essential Physical Tasks:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to stand and walk for prolonged periods of time and frequent use of keyboard and reading of computer screen. The employee is regularly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee must constantly lift and/or move up to 50 pounds. There may be the occasional need to climb stairs, stoop, kneel, crouch, or crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Analysis of Physical Demands:**

<b>ACTIVITY (Hours per day)</b>	<b>NEVER 0 hours</b>	<b>OCCASIONALLY Up to 3 hours</b>	<b>FREQUENTLY 3-6 hours</b>	<b>CONSTANTLY 6-8+ hours</b>
Sitting		X		
Walking			X	
Standing			X	
Bending (neck)			X	
Bending (waist)				X
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand ---Right				X
---Left				X
Is repetitive use of hand required?			X	
Simple Grasping (right hand)			X	
Simple Grasping (left hand)			X	
Power Grasping (right hand)		X		
Power Grasping (left hand)		X		
Fine Manipulation (right hand)			X	
Fine Manipulation (left hand)			X	
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands		X		
<b>LIFTING</b>				
0 - 10 lbs.				X
11 - 25 lbs.			X	
26 - 50 lbs.		X		
51 - 75 lbs.	X			
76 - 100 lbs.	X			
100+ lbs.	X			
<b>CARRYING</b>				
0 - 10 lbs.				X
11 - 25 lbs.			X	
26 - 50 lbs.		X		
51 - 75 lbs.	X			
76 - 100 lbs.	X			
100+ lbs.	X			
Describe the heaviest item required to carry and the distance to be carried:				