



Deli Shift Leader

Exempt Non-Exempt

Department: Deli

Compensation Grade: Level 3

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority by ensuring customers are attended with care, high level of service and professionalism. Assist the Deli Manager & Assistant Deli Manager with all daily operations, routines, and procedures. Lead the Deli Team by prioritizing the duties to be done and responsible for supervising staff in the operation of the Deli Department. Assist in the implementation of approved policies and procedures. Train personnel as needed in all phases of their job functions. Ensure the provision of excellent customer service in a prompt and professional manner. Function as the leader for the department.

Reports to:

Deli Department Manager & Assistant Deli Manager

Essential Functions:

- 1. Knowledge of and proficient in duties assigned to the Deli Clerk and Deli Order Clerk.**

General Responsibilities Shift Leader

2. Provide excellent customer service:

- Role models excellent customer service for staff.
- Ensures that the department employees provide excellent customer service.
- Treat customers in a prompt, friendly, and attentive manner, offering help to customers when needed.
- Familiarity with co-op policies and product locations to better answer customer questions.
- Manage challenging customer situations.

3. Supervise personnel and oversee department:

- Assist in the daily operation of the Deli department.
- Function as coach and role model for employees by maintaining a positive example.
- Assist in the initial training of employees.
- Train and coach employees, setting an example to all staff specifically regarding customer service handling, professionalism, ethical work practices, job performance, etc.
- Directs the daily Deli team. Coordinates with other department lead and staff as necessary to ensure the day's production is completed and customers are served.
- Ensure that all shifts are covered, and adjust the schedule when necessary.
- Maintains a constant awareness of the time of day and quickly responds when breakdowns occur.

- Ensures the schedule meets the needs of the department and provides adequate time for themselves to accomplish program planning and other support tasks.
- Monitors all staff breaks and meal breaks and ensures they are taken at appropriate times.
- Provide frequent/daily feed back to the Manager concerning co-workers and the department operations.
- Communicate in a prompt, friendly, and knowledgeable manner to both customers and coworkers.
- Maintain a neat, clean and organized environment.

Specific Responsibilities Deli Shift Leader

4. Customer service:

- Study catalogs, industry publications and attend trade shows to gain information regarding products and trends related to the department.
- Research answers to product questions and respond with the answer.
- Be on-call customer service aid to other departments regarding Deli/Kitchen issues.

5. Operation of Deli Department:

- Responsible for the operation of the department including ordering, receiving, credit claim, pricing, stocking and merchandising food items.
- Set goals in conjunction with Deli Manager & Assistant Manager to implement menus that meet the standards for Ukiah Natural Foods policy.
- Creates standards and executes systems to ensure accurate and consistent production of all prepared foods.
- Ensure daily list are prioritized to ensure efficient operations and product availability.
- Delegate effectively to meet needs of shoppers and department staff.

6. Inventory control and new products:

- Evaluate demand for new products through supplier and order histories including assessing current levels of inventory.
- Oversee placement of orders and stock items as needed.
- Ensure ordered items are the correct quantity and quality.
- Make certain the fine details of ordering, buying, and delivery process have been properly documented.
- Maintains working knowledge of ordering and delivery schedules in order to coordinate with department buyer regarding purchasing needs.
- Monitor invoices for price changes and make adjustments when necessary.
- Monitor spoilage reports and ensure production is adjusted when necessary.

7. Sales Goals and Profitability

- Meets labor, sales, and margin goals determined in conjunction with the Department manager.
- Maintains a working knowledge of labor reports, margin reports, weekly sales reports, and financial goals.
- Maintains working knowledge of food costing/inventory programs for the department.
- Confer with the department manager regarding the department's projected sales goals
- Check current product movement reports to maintain turns and spoilages with acceptable limits
- Research new products for possible additions to inventory.

8. Maintain a safe and clean environment:

- Stack and/or break down boxes while stocking. Frequently move empty boxes to the recycle areas to keep clear pathways.
- Sweep/mop up messes in the kitchen when needed. Use proper safety procedures.
- Clean, sanitize, and dust as needed.
- Maintain all work spaces in a clean and orderly manner.
- Ensure sanitation for product processing and handling meets ServSafe standards.

9. Other duties:

- Know the current buying and stocking protocol.
- Be able to perform the buying and stocking duties as needed.
- Perform other tasks as assigned by the Deli Manager.
- Attend occasional educational seminars.
- Attend mandatory staff meetings and read all notices and newsletters.

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:** Ensure consistent cleaning, storing and organization of Deli Kitchen, including all the equipment. Report any equipment malfunction or problem to the department manager and/or Facilities Manager.
- Financial:** Responsible for ensuring pricing accuracy and minimum spoilage. 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:** Responsible for training Deli Department employees and monitoring their work.

Qualifications :

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:

- N/A

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 signage.
- 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 and Internet navigation.

Reasoning Ability:

- Skills and logical reasoning, which will provide sound judgment and accuracy when carrying out procedures for buying, receiving, and training.
- Ability to handle multiple demands and pay attention to detail.

- Stay focused and on-task with minimal supervision.
- Ability to follow written and verbal instructions.
- Ability to make timely and appropriate decisions

Desirable Skills:

- Knowledge of organic foods, food preparations and cooking.
- Basic math or calculator skills.
- Ability to communicate in Spanish.

Physical Job Description

Typical Working Conditions:

Employees will be standing for prolonged periods of time on a concrete floor or rubber floor mat within the store. There may be some stair climbing to retrieve supplies and to use the office equipment if needed. Temperature is controlled, but employees may have limited duration exposure to outside temperatures and conditions or be required to spend some time in walk-in refrigerators and freezers. Employee may wear protective clothing or gloves necessary.

Equipment Used:

Responsible for proper care and use of all Deli Department equipment. Must also be able to use the phone system. This position may need to use additional office equipment such as fax machine, shredder, laminator, and copier from time to time as needed.

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 the keyboard and reading of computer screen. The employee is regularly required to use hands and handle or feel; reach with hands and arms; and talk or hear. The employee must constantly lift and/or move up to 10 pounds with an occasional need to lift and/or move between 25 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:

ACTIVITY (Hours per day)	NEVER 0 hours	OCCASIONALLY Up to 3 hours	FREQUENTLY 3-6 hours	CONSTANTLY 6-8+ hours
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		
LIFTING				
0 - 10 lbs.				X
11 - 25 lbs.		X		
26 - 50 lbs.		X		
51 - 75 lbs.	X			
76 - 100 lbs.	X			
100+ lbs.	X			
CARRYING				
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:				