



JOB TITLE: DELI COUNTER SUPERVISOR

REPORTS TO: DELI MANAGER

Revision Date:

JOB FUNCTION:

To lead the deli in providing an exceptional experience for customers and managing the deli counter staff to ensure they are prepared to deliver this experience. Work with the deli manager and Kitchen Supervisor to keep the deli growing and profitable.

DUTIES AND RESPONSIBILITIES:

STAFF MANAGEMENT:

- Motivate the staff toward a positive attitude, focused on sales and a friendly experience with customers.
- Develop schedules for counter staff and handle issues that arise.
- Supervise and direct the deli staff and provide training and feedback as needed.
- Conduct and deliver annual reviews of staff, maintaining confidentiality.
- Ensure prompt, courteous and Friendly customer service.
- Fill in for uncovered kitchen or counter shifts.

DELI PRESENTATION:

- Supervise the setup of the deli to ensure it is full, well merchandised with fresh product. Keep it stocked throughout the day, communicating with the kitchen staff as needed.
- Assist Deli Manager and Kitchen Supervisor with Grab & Go setup and standards for consistency and shrinkage purposes.
- Responsible for various product orders including bittersweet.
- Monitor and maintain daily temperature logs. Assist kitchen with their daily temperature logs.
- Assist Deli Manager and Kitchen Supervisor with developing and implementing daily cleaning tasks.
- Communicate with the kitchen to make sure they understand what is selling, what is not and why.
- Track spoilage and manage the system set up for dated food.
- Develop a cleaning schedule and make sure it is completed daily.
- Help the department to stay exciting to customers by providing ideas to the deli manager about what could be done better.
- Inform all employees on health code standards and ensure they are meeting those standards.
- Assist manager with inventories.
- Manage inventory and orders of paper products. Check incoming orders and ensure invoices are accurate.
- Manage budgets as assigned including labor and supplies.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc.)

QUALIFICATIONS:

- Demonstrated leadership experience in a fast paced environment.
- Management experience including staff training and development.
- Customer service experience

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with members, customers, managers, staff, vendors, and officials
- Ability to read, count and write to accurately complete all documentation
- Ability to do math computations to figure prices, discounts, wages/labor costs and schedules, including addition, subtraction, division, fractions, decimals and percentages, and date/time calculations
- Ability to freely access all areas of the store including offices, selling floor, registers, stock areas, kitchen, and walk-in coolers and freezers
- Ability to move or handle merchandise throughout the store generally weighing up to 30 pounds
- Ability to lift up to approximately 30 pounds occasionally
- Ability to perform the following movements – used in cooking, customer service and department maintenance – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching
- Ability to sit for up to several hours at a time
- Ability to operate office equipment including computers, 10 key calculator, telephone, fax machine, computer and printer
- Ability to work weekends, varied hours and days.
- Willingness to move between Chanhassen and Minnetonka stores if needed.
- Ability to maintain calm when adversity is encountered

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.