

Bakery Clerk

Position Objective: To assist customers in their shopping experience by producing, stocking and packaging bakery items in the most efficient, friendly, and courteous manner possible.

Reporting Structure: This position formally reports to the Bakery Manager.

Status: This is a non-exempt position.

Knowledge

The following is a list of any certifications, formal education, or training requirements for this position.

Essential Knowledge

- A food handling permit must be obtained within the first 14 days of employment.
- Completion of ongoing training and development as listed on the Cosentino's Learning Plan.

Non-Essential Knowledge

- A high school diploma or equivalent is preferred.

Skills

The following is a list of the basic skill requirements for this position.

Essential Job Functions

- Know and implement the *Cosentino's Customer Service Standards*.
- Courteously and efficiently assist customers by filling orders at the bakery counter.
- Know your department products, procedures and policies so that you can accurately and courteously answer customer questions.
- Assist in merchandising products in a creative and appealing manner, and keep display cases clean and full.
- Meet or exceed productivity standards to produce desired team and individual results.
- Follow rotation procedures to ensure stale or outdated product is not used or purchased by customers.
- Follow instructions for breaking out next day's product and ensure all special orders are addressed.
- Ensure the bakery is stocked, cleaned and ready for the next shift or day's business.
- Actively work to keep your work area and your department as a whole clean and safe for customers and coworkers.
- Know, comply with, and encourage other team members to comply with all health regulations, sanitation guidelines and safety procedures for your department and your store.
- Able to operate, clean and maintain all equipment safely and competently.
- Demonstrates the strong verbal and interpersonal skills necessary for positive customer and peer interactions.
- Demonstrates the basic math and reading skills required for the position.

Non-Essential Job Functions

- Promote sales by suggesting additional products or services.
- Resolve customer complaints in a professional manner and recognize when it is appropriate to involve a member of the store management team.
- Quickly unload incoming shipments of bakery ingredients and neatly stock them in their designated areas without damaging merchandise.
- Support your company by completing additional tasks identified by management, assisting other stores or departments as needed and gaining new skills when necessary.

Physical Abilities

The following physical movements could potentially be part of any scheduled shift and employees will be expected to perform these actions while on duty.

Essential Abilities

- Reaching overhead with both arms up to a maximum of 70 inches, twisting at the waist and lifting objects with both hands weighing up to 20 lbs.
- Pushing and pulling grocery items to the proper locations as needed, up to a peak force of 20 lbs.
- Standing and walking for long periods of time on tile, asphalt, concrete or other hard surfaces.
- Occasionally lifting and carrying up to 35 lbs.

<ul style="list-style-type: none"> ▪ Bending and squatting, at times all the way to floor level.
<ul style="list-style-type: none"> ▪ Able to work in colder conditions of the grocery coolers and freezers.
Non-Essential Abilities
<ul style="list-style-type: none"> ▪ Climbing a ladder, possibly up to 5ft.

Core Competencies

The following is a list of overall competencies identified for this role. This profile is based on the necessary knowledge, skills and abilities for the position.

<p>Customer Focus</p> <ul style="list-style-type: none"> ▪ Meets or exceeds the service expectations of internal and external customers. ▪ Accepts customer feedback and uses it to make improvements in products and services. ▪ Decisions, actions and behaviors reflect a priority on the customer’s needs. ▪ Interactions with customers are courteous, respectful, and follow the <i>Cosentino’s Customer Service Standards</i>.
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<p>Integrity and Trust</p> <ul style="list-style-type: none"> ▪ Behaviors demonstrate a direct, truthful manner that portrays trustworthiness in all professional interactions. ▪ Presents the unvarnished truth while still maintaining a courteous, polite demeanor. ▪ Respects the privacy of others and avoids gossiping behaviors that break down working relationships and deteriorate trust. ▪ Admits mistakes, avoids blame-shifting, and is accountable for actions in the workplace.

<p>Interpersonal Savvy</p> <ul style="list-style-type: none"> ▪ Relates well to all kinds of people. ▪ Builds rapport with customers and coworkers while still demonstrating appropriate professional boundaries. ▪ Maintains constructive and effective relationships with peers and customers. ▪ Uses diplomacy and tact to diffuse even high-tension situations comfortably. ▪ Effectively resolves conflicts or other difficult interpersonal circumstances in the workplace by using appropriate means and resources.
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<p>Adaptable Learning Style</p> <ul style="list-style-type: none"> ▪ Learns quickly when faced with new procedures, problems or other changes. ▪ Open and adaptable to changes in the workplace. ▪ Learns from both successes and failures in the learning process in order to keep developing in the workplace. ▪ Quickly considers all angles of a situation to identify solutions and problem-solve challenges. ▪ Eager and willing to tackle tasks and projects that require learning new skill sets or gaining advanced knowledge. ▪ Looks for new opportunities to develop professionally and keep skills and knowledge fresh.

<p>Results Oriented</p> <ul style="list-style-type: none"> ▪ Known as the type of person to “step up to the plate” to get things done. ▪ Responds to tasks, projects or requests with a sense of urgency. ▪ Shows the follow through and drive to complete projects or tasks even when challenges or unforeseen obstacles are presented. ▪ Demonstrates an eager and willing attitude when asked to participate in new projects or tasks. ▪ Able to anticipate problem areas and possible solutions for improvement. ▪ Functions well as part of a team, but can also act independently when necessary to “get the job done”. ▪ Demonstrates required skills in a manner that produces desired results. ▪ Follows company policy and procedures in order to achieve maximum results.

I have read and understand the contents of the above job description. I have been made aware of the aspects of this description that must be obtained or within my ability to perform prior to accepting a job offer at Cosentino’s Food Stores.

Applicant Signature

PRINT Name

Date