

**Position Objective:** To produce, execute, and deliver outstanding prepared foods in freshness, taste, quality, and presentation in a timely and efficient manner. Assist in all aspects of the deli in a way that results in a Deli team that delivers the product and service Cosentino’s customers have come to expect.

**Reporting Structure:** This position formally reports to the Deli Manager.

**Status:** This is a non-exempt position.

Knowledge
<i>The following is a list of any certifications, formal education, or training requirements for this position.</i>
Essential Knowledge
<ul style="list-style-type: none"> <li>▪ A food handling permit must be obtained within the first 14 days of employment.</li> <li>▪ Completion of ongoing training and development as listed on the Cosentino’s Learning Plan.</li> <li>▪ Minimum of one year of previous cooking experience in a deli, bakery, catering, or banquet operation is required.</li> <li>▪ Minimum of 6 months experience in deli or food service production facility is required.</li> <li>▪ Comprehensive understanding of federal, state, and local food sanitation guidelines is required.</li> </ul>
Non-Essential Knowledge
<ul style="list-style-type: none"> <li>▪ A high school diploma or equivalent is preferred.</li> </ul>
Skills
<i>The following is a list of the basic skill requirements for this position.</i>
Essential Job Functions
<ul style="list-style-type: none"> <li>▪ Work with the department manager to develop daily, weekly, and seasonal menu items.</li> <li>▪ Know and practice appropriate portion control in deli production and service.</li> <li>▪ Ensure all foods are prepared in strict accordance with all safety, health, and sanitation guidelines, as well as in accordance with all relevant government regulations, and that it reflects the high-quality standards by Cosentino’s Food Stores.</li> <li>▪ Enforce strict quality control measures of all deli product out in cases, hot lines and other areas of the deli.</li> <li>▪ Provide direct supervision of the activities of all other members of the kitchen team in a manner that is operationally effective, but is also motivating and respectful.</li> <li>▪ Promote a positive, overall team atmosphere that includes cooperation and teamwork, high morale, positive interpersonal interactions and communications, and recognition for a job well done.</li> <li>▪ Train, direct, and manage part-time cooks.</li> <li>▪ Utilize clear, concise communication skills to keep team members apprised of the required resources that will be needed for the Deli department. Demonstrate strong verbal and interpersonal skills necessary for a positive customer and peer interactions.</li> <li>▪ Practice effective inventory management by counting and verifying merchandise against invoices and inspecting deliveries against</li> <li>▪ Know and practice rotation procedures to ensure product dates are properly monitored.</li> </ul>

<ul style="list-style-type: none"> <li>▪ Be familiar with the items in your department so you can accurately and courteously answer customer questions.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Meet or exceed productivity standards to produce desired team and individual results.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Promote department sales by suggesting additional products and offering samples to customers.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Resolve customer complaints in a professional manner and recognize when it is appropriate to involve a member of the store management team.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Now and implement the Cosentino's Customer Service Standards.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Able to operate, clean, and maintain all equipment safely and completely.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Insure all Deli Programs, including recipes, menus, promotions, and standards are followed, executed, and maintained.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Demonstrate basic math and reading skills required for the position.</li> </ul>
<b>Non-Essential Job Functions</b>
<ul style="list-style-type: none"> <li>▪ Efficiently and accurately prepare, package, and label products for sales to customers.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Ensure all coolers, freezers, and preparation areas are clean and set up in advance for deliveries.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Quickly unload incoming shipments and neatly stock them in their designated areas without damaging merchandise.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Support your company by completing additional tasks identified by management, assisting other stores or departments as needed and gaining new skills when necessary.</li> </ul>

<b>Physical Abilities</b>
<i>The following physical movements could potentially be part of any scheduled shift and employees will be expected to perform these actions while on duty.</i>
<b>Essential Abilities</b>
<ul style="list-style-type: none"> <li>▪ Reaching overhead with both arms up to a maximum of 74 inches, twisting at the waist and lifting objects with both hands weighing up to 20 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Pushing and pulling grocery items to the proper locations as needed, up to a peak force of 50 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Standing and walking for long periods of time on tile, asphalt, concrete or other hard surfaces.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Occasionally lifting and carrying up to 50 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Bending and squatting, at times all the way to floor level.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Able to work in colder conditions of the grocery coolers and freezers.</li> </ul>
<b>Non-Essential Abilities</b>
<ul style="list-style-type: none"> <li>▪ Climbing a ladder, possibly up to 5ft.</li> </ul>

<b>Core Competencies</b>
<i>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.</i>
<b>Customer Focus</b>
<ul style="list-style-type: none"> <li>▪ Meets or exceeds the service expectations of internal and external customers.</li> <li>▪ Accepts customer feedback and uses it to make improvements in products and services.</li> <li>▪ Decisions, actions and behaviors reflect a priority on the customer's needs.</li> </ul>

- Interactions with customers are courteous, respectful, and follow the *Cosentino's Customer Service Standards*.

### **Integrity and Trust**

- 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.

### **Interpersonal Savvy**

- 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.

### **Adaptable Learning Style**

- 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.

### **Results Oriented**

- 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