

Viroqua Food Cooperative Deli Baker Job Description

Purpose: To prepare attractive baked products for a bakery case and grab and go self- service deli, to help meet department goals for sales, margin, labor and customer service.

Status: Reports to Asst. Prepared Foods Manager/ PFM/Deli Manager
Pay Level 2 -\$13.00-\$15.75/hr.

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

Customer Service

- A. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- B. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- C. Provide product information and educational materials to customers and staff.
- D. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
- E. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

FOOD PREPARATION

- A. Prepare bakery offerings following specifications of Asst. PFM /PFM Manager.
- B. Maintain accurate up-to-date records of cost of preparing bakery items
- C. Research and develop new recipes to recommend to supervisor/Manager.
- D. Inform other cooks and deli staff about ingredients used if needed.
- E. Package and label products accurately and attractively for the bakery self-serve cases.
- F. Stock bakery self-serve cases fully to give feeling of abundance.
- G. Ensure freshness of deli items by rotating and by keeping batches separate by date.

BAKING Responsibilities

- A. Prepares cookies, bars, cakes, and quick breads from established recipes
- B. Bakes "bake-off" breads and foods
- C. Rotates stock on all frozen backstock
- D. Rotates dry stocks to ensure fresh, dry goods
- E. Maintains a full oven for each bake
- F. Is proficient in the efficient operation of both the proofer and convection oven
- G. Assures quality of all baked goods

II. DEPARTMENT MAINTENANCE

- A. Pull old or low-quality items, record and properly dispose of them, following established procedures.
- B. Maintain kitchen in sanitary and orderly condition, following guidelines set by PFM Manager.
- C. Clean up spills, take out trash as needed.
- D. Follow safety, storage and labeling procedures.

- E. Advise Deli Manager of equipment repair and replacement needs.
- F. Participate in periodic inventory counts.

ORDERING, RECEIVING, AND STOCKING

- A. Follows daily baking schedule
- B. Stock baked goods, rotate displayed baked goods
- C. Records or tracks day-old goods
- D. Receives frozen baked goods orders

COMMUNICATION

- A. Communicates in written log with team
- B. Communicates verbally with co-workers any information they need to know
- C. Communicates with department manager about problems, needs and ideas

CLEAN-UP

- A. Washes baking dishes as necessary
- B. Leaves the oven and proofer clean at the end of shift
- C. Cleans counters and any messes at the end of each shift
- D. Sweeps work area at the end of each shift
- E. Cleans mixer and any other appliances after each use

OTHER RESPONSIBILITIES

- A. Familiar with and able to explain membership system efficiently, simply and completely
- B. Keeps supervisor informed of any problems and/or ideas
- C. Knows and promotes Co-op Principals and Mission
- D. Knows and follows co-op work policies and procedures
- E. Participates in team, staff and other meetings as scheduled

THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:

Customer Service

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

Communication

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

Mission Integration

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

Personal Effectiveness

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

Performance Standards

Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.
- Wears protective clothing as required for position.