

Neighborhood Co-op
DELI COUNTER MANAGER JOB DESCRIPTION

Purpose: To manage a deli service counter to meet goals for sales, margin, labor expense and customer service.

Status: Reports to Prepared Foods Manager
Supervises Deli Counter Staff
Pay Level IV

Responsibilities:

I. CUSTOMER SERVICE

- A. Work shifts and oversee deli counter staff in working shifts to prepare sandwiches to order, to cut and wrap cheese and to serve customers from hot and cold deli cases in prompt, friendly courteous manner. (See Deli Counter Staff job description.)
- B. Ensure that deli cases are stocked fully to give feeling of abundance.
- C. Oversee proper rotation and dating of deli items to ensure freshness.
- D. Ensure that all items are accurately labeled with price and ingredients.
- E. Maintain specials board.
- F. Report customer suggestions, comments, and complaints to Prepared Foods Manager.

II. DEPARTMENT MAINTENANCE

- A. See that unsaleable items are properly disposed of. Keep accurate shrinkage records.
- B. Maintain counter, deli cases and prep areas in sanitary and orderly condition following health department regulations.
- C. Place timely requests with Prepared Foods Manager to ensure adequate amounts of ingredients and food preparation supplies are on-hand.
- C. Monitor cooler temperatures. Advise Prepared Foods Manager of equipment repair and replacement needs.
- E. Participate in periodic inventory counts.
- F. Ensure that established opening and closing procedures are properly carried out.
- G. Obtain Food Service Sanitation Certification required by health department.

III. PERSONNEL MANAGEMENT (for service staff)

- A. Recruit and hire qualified applicants following established policy.
- B. Ensure on-the-job training.
- C. Conduct and document performance evaluations.
- D. Document performance issues and take corrective action as needed following established policy.
- E. Recommend pay increases within department budget and pay scale; review time cards.
- F. Schedule hours for service staff within payroll allocation and review time cards.
- G. Organize service department meetings.
- H. Ensure service staff are informed of policy changes.

IV. Perform other tasks assigned by Prepared Foods Manager.
Attend deli management team meetings.

QUALIFICATIONS

- Supervisory experience in hiring, training, evaluating.
- Experience in deli, restaurant, catering or food service.
- Experience developing systems and procedures.
- Ability to project an outgoing, friendly personality.
- Experience serving the public.
- Demonstrated ability to handle multiple demands.
- Organized, attention to detail.

Deli Counter Manager
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- Ability to lift 50 lbs.
- Manual dexterity with hazardous equipment.
- Ability to stand for long periods.
- Ability to work in close quarters with other people.
- Communications skills: good listener, gives clear instructions.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.