DELI COUNTER STAFF JOB DESCRIPTION

Objective
To provide prompt, friendly, helpful customer service, and serve and prepare to order fresh, high quality food to help the prepared foods department meet goals for sales, margin, labor costs and customer service.

Position Details

Hours: PT Hourly  
Reports to: Deli Manager  
Pay Level: I  
FLSA Status: Non-Exempt

Responsibilities

A. Customer Service
   i. Be familiar with co-op policies and products and take initiative to help customers with questions
   ii. Provide prompt, friendly and courteous customer service while waiting on customers and responding to phone calls
   iii. Report customer suggestions, comments and complaints to appropriate management
   iv. When processing deliveries, set aside special orders, match products with special order forms and notify customers
   v. Offer samples, suggestions for purchases and ways to prepare products in a friendly, courteous manner

B. Food Service
   i. Prepare sandwiches to order and serve customers from hot and cold prepared food cases
   ii. Prepare and serve fresh smoothies to customer order
   iii. Maintain specials board
   iv. Stock displays fully without overcrowding while maintaining proper storage conditions
   v. Ensure freshness of prepared food items by rotating and by keeping batches separate by date
   vi. Label or sign items with price, date and ingredients where appropriate
   vii. Cut, wrap and weigh cheese to maintain fully stocked cheese case

C. Department Maintenance
   i. Pull short-date or low-quality items and follow established procedures for recording and disposing of them
   ii. Label items accurately with price tags or signs
   iii. Report price discrepancies to buyers
   iv. Ensure that department areas (countertops, condiment area, shelves, cases, prep and storage areas) are in sanitary, orderly condition, meeting health department standards

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v. Use equipment safely  
vi. Monitor cooler, case and freezer temperatures and follow procedures for handling breakdowns. Advise manager of equipment repair and replacement needs.

vii. Participate in periodic inventories
viii. Remove trash promptly, sweep and mop counter areas as needed
ix. Follow safety, storage and labeling procedures
x. Carry out established opening and closing procedures

D. Other
i. Answer and route phone calls and take and route messages as needed
ii. Alert Manager on Duty to potential shoplifters, disorderly customers or other emergencies
iii. Attend department and storewide meetings
iv. Perform other tasks assigned by the Deli Manager

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**Qualifications**

- Experience in working in deli, restaurant, catering or food service
- Familiarity with natural foods
- Experience serving the public
- Ability to project friendly, outgoing personality
- Working knowledge of natural, organic, vegetarian and other specialty cuisines with understanding of various dietary restrictions
- Ability to lift 50 lbs
- Ability to stand for long periods
- Manual dexterity with hazardous equipment
- Ability to handle multiple demands
- Regular, predictable attendance
- Ability to safely work in close quarters with other people
- Ability to stay calm under pressure
- Willingness and ability to learn and grow to meet the changing requirements of the job

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**Contact**

Applications can be mailed/emailed/delivered to: Green Top Grocery  
Attention: Human Resources  
921 E. Washington St.  
Bloomington, IL 61701  
Email: jobs@greentopgrocery.com

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