**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

**Responsibilities:**

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

Customer Service

1. Offer consistent, fair and respectful customer interactions (both internal and external customers).
2. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
3. Provide product information and educational materials to customers and staff.
4. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
5. 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**

1. Prepares cookies, bars, cakes, and quick breads from established recipes
2. Bakes "bake-off" breads and foods
3. Rotates stock on all frozen backstock
4. Rotates dry stocks to ensure fresh, dry goods
5. Maintains a full oven for each bake
6. Is proficient in the efficient operation of both the proofer and convection oven
7. 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

1. Follows daily baking schedule
2. Stock baked goods, rotate displayed baked goods
3. Records or tracks day-old goods
4. Receives frozen baked goods orders

**COMMUNICATION**

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

**CLEAN-UP**

1. Washes baking dishes as necessary
2. Leaves the oven and proofer clean at the end of shift
3. Cleans counters and any messes at the end of each shift
4. Sweeps work area at the end of each shift
5. Cleans mixer and any other appliances after each use

**OTHER RESPONSIBILITIES**

1. Familiar with and able to explain membership system efficiently, simply and completely
2. Keeps supervisor informed of any problems and/or ideas
3. Knows and promotes Co-op Principals and Mission
4. Knows and follows co-op work policies and procedures
5. 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.