

## **VIROQUA FOOD CO-OP COOK JOB DESCRIPTION**

Purpose: To prepare attractive, healthy dishes for a natural foods 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

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

#### 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 Deli 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.

#### III. Attend department and storewide meetings.

Perform other tasks assigned by Deli Manager.

#### QUALIFICATIONS

- Experience cooking for deli, restaurant, or catering.
- Organized, attention to detail.
- Ability to lift 50 lbs.
- Manual dexterity with hazardous equipment.
- Regular, predictable attendance.
- Willingness and ability to grow to meet the changing requirements of the job

## **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.