

**ONEOTA COMMUNITY CO-OP
CAFÉ KITCHEN/COUNTER STAFF
JOB DESCRIPTION**

Job Title: Café Kitchen/Counter Staff, Full-Time/part-time **Current as of:** 7/10/13
Pay Grade: Level II **FLSA Classification:** Non-Exempt
Supervisor: Café Manager, Café Counter Supervisor **Incumbent:**

Job Summary: The Café Kitchen/Counter Staff position is the “face of the café”, a high profile customer service and short order position. This person has responsibility over the Café counter and is the first person to meet and greet the customer. This person is responsible for giving great customer service, making Panini, espresso, Italian soda, coffee, cold sandwiches, and other counter duties during the shift. Most importantly, you will ensure a positive Co-op image by providing courteous, friendly, and efficient customer service to customers and team members by using the (S)mile (E)ngage (T)hank you approach.

POSITION DESCRIPTION

Duties and Responsibilities:

(In order of importance, but not limited to these duties.)

1. Café Kitchen/Counter Staff

- a.) Customer service, being available to customer needs
- b.) Making “made to order” sandwiches, espresso, sodas, etc. efficiently
- c.) Maintaining a full selection of brewed coffee throughout shift
- d.) Keeping a clean and sanitary work space at all times
- e.) Efficient recipe following and multi-tasking for high quality food production.
- f.) Completing production tasks in a timely manner
- g.) Operating various kitchen equipment with safety and proficiency.
- h.) Cleaning buffet line as needed.
- i.) Floating: Stocking Bakery Case, facing Grab-n-Go cooler, etc
- j.) Perform opening and/or closing duties
- k.) Perform daily cleaning/maintenance tasks
- l.) Record keeping using store POS system
- m.) Participation in regular staff meetings/trainings

2. Café Bakery Floater

- a.) Stocking bakery case and receiving bakery product.
- b.) Maintaining the Grab-n-Go Cooler (facing, mark downs, cleaning)
- c.) Production work according to production schedule.
- d.) Maintaining a full selection of baked goods attractively presented.
- e.) Setting up/maintaining samples throughout shift.
- f.) Customer service, being available to customer needs.
- g.) Making “made to order” sandwiches, espresso, sodas, etc. efficiently.
- h.) Keeping a clean and sanitary work space at all times.
- i.) Efficient recipe following and multi-tasking for high quality food production.
- j.) Completing production tasks in a timely manner

- k.) Operating various kitchen equipment with safety and proficiency.
- l.) Perform opening and/or closing duties
- m.) Update signs attractively for the day

3. Other Duties

- a.) Other tasks as assigned by Café Manager, Café Counter Supervisor, Café Kitchen Supervisor and/or General Manager.

Qualifications:

Education:

- High School diploma desired

Experience:

- Some foodservice experience desired but not crucial.
- Customer service experience desired but not crucial.

Skills & Abilities:

- Organizational skills and multi-tasking is highly important.
- Great communication and customer service skills
- Basic knowledge of natural foods and interest in learning more.
- Knife skills.
- Attention to detail
- Self motivated and results driven.
- Flexibility: Willingness to work weekends and evening hours
- Basic computer skills and knowledge (Gmail, internet)

Physical Demands/Working Conditions:

- Need to be on feet the majority of the work day.
- Repetitive motion involved.
- Ability to lift up to 50 lbs.
- Ability to use a knife and other sharp equipment.
- Ability to bend, squat, reach on an occasional basis.

(The job description does not constitute a written or implied contract of employment. Oneota Community Food Co-op reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.)

Job Description Approved By:

General Manager

Date

Job Description Received By:

Employee's Signature

Date