

# Deli Shift Leader

## **PRIMARY OBJECTIVE:**

To plan and direct the daily activities of all service counter workers to achieve a continuous flow of production throughout the day in the absence of the P.M. Deli Director. To contribute toward ensuring a positive shopping environment for customers and a positive environment for customers and a positive environment for associates.

## **NATURE AND SCOPE:**

Emphasis on this position is on providing prompt, courteous and accurate service to customers as well as proper preparation and display of product. Primary learning challenge is in product knowledge, equipment use and product ordering. Assignments and work direction are provided by the P.M. Deli Director.

## **ESSENTIAL POSITION FUNCTIONS:**

1. Supply ordering and inventory
  - A. Assists with food preparation
  - B. Properly shaves and slices meats and cheeses
  - C. Ensures proper handling, sanitation, freshness and quality of all product
  - D. Follows tare weight procedures
2. Maintains cooler inventory and organization
  - A. Brings up daily loads and works in conjunction with A.M. Deli Director in ensuring proper receiving of product
  - B. Organizes cooler in regards to sale items and seasonal items
  - C. Organizes meat department cooler in keeping product in an orderly fashion
3. Develops daily work plan based on orders and self-serve needs
  - A. Organizes service counter workers to efficiently complete all orders and maintain a full self-serve case
  - B. Communicates with Deli Director of ongoing status, including successes, problems and planning
  - C. Participates in weekly meeting with Deli Supervisors
  - D. Promotes product through suggestive selling
  - E. Answers questions and provides assistance as appropriate
  - F. Evaluates catering needs for customers as well as department limitations
4. Sanitation
  - A. Certification of restaurant sanitation
  - B. Implement and teach proper sanitation
  - C. Organization of coolers and freezers
5. Maintains regular cleaning schedule and performs cleaning duties
  - A. Breaks down slicers, including washing and sanitizing
  - B. Cleans cases on a regular basis
  - C. Implements a regular cleaning schedule including fryers, floors, coolers, freezers, and cases
6. Performs Deli Department personnel functions
  - A. Ensures all new employees are properly trained to ensure competence in positions and for possible future development
  - B. Conducts and ensures all probationary and regular performance reviews are completed
  - C. Provides individual and group guidance and encouragement toward department objectives

04/27/06

- D. Recommends and administers corrective actions as appropriate
- E. Communicates and works with Deli Managers appropriate
- F. Follows all store and department policies and procedures

7. Performs closing functions

- A. Regular schedule will include closing shift as needed and may fluctuate due to business needs, or personnel needs
- B. Will be competent in all closing functions
- C. Persons already assigned to the position of shift supervisor who are not currently scheduled on the closing shift will be eliminated from this requirement, all others will be included.

8. Follows all store and department policies and procedures

**FUNCTIONAL REQUIREMENTS:**

Physical – lifting/carrying 5 to 50 lbs., equipment operation, standing, walking, reaching, turning, bending, sitting

Mental – reading, writing, math, judgment/decision making, memorization

Environment – exposure to hot equipment, cooking oil, and machinery