



## **Job Description**

**Job Title: Counter Clerk**

**Department: Deli**

**Reports To: Kitchen Supervisor and/or Deli Manager**

**Shift Schedule: TBD**

**Starting Wage: TBD**

### **General Purpose of the Job:**

The purpose of a Counter Clerk is to provide the best possible customer service within the deli. They are the face of the deli daily, and readily obtain recommendations or customer requests/complaints. Counter Clerks take and process orders at the POS, expedite orders to ensure accuracy and timeliness, and maintain service cases and other merchandising areas. They also prepare and distribute deli case items, and slice/serve items from the charcuterie case to the customer upon request.

### **Essential Job Duties and Responsibilities:**

- Provide responsive, exceptional and timely service to customers and co-workers
- Assist on updating displays, house specials and catering events.
- Be polite, prompt and knowledgeable on deli items for the customer.
- Identify potentially hazardous foods and cross-contamination and act accordingly on how to best proceed.
- Aware of proper food preparation, safety techniques and health standards.
- Attentively and accurately assist in routine temperature checks.
- Treat co-workers with respect and kindness. Be a team player.
- Cooperate with co-workers, supervisor's and manager continuously.
- Communicate to direct supervisor or manager pertaining any deli issues or matters.
- Document and incidents that may occur within or outside of the deli and communicate these incidents with supervisor or manager.



- Listen attentively and implement tasks that may be delegated to you by supervisor or manager.
- Execute a daily list of tasks specific to your scheduled shift.
- Be aware of counter traffic and who has and hasn't been helped.
- Remain flexible when incidents, emergencies or call-ins arise.
- Multi-task between keeping a clean work environment, attending to customer and completing daily tasks.
- Execute other duties as assigned by supervisor or manager as needed.

### **Supervisory Responsibilities:**

The position of Counter Clerk has no supervisory responsibilities.

### **Education and/or Experience:**

- No education requirement's
- At least 1-year experience in food service and/or customer service.
- Previous experience using a deli slicer preferred

### **Certificates, Licenses, Registrations:**

- Valid Driver's License or Photo ID
- Social Security Card
- U.S. Passport (to substitute for Photo ID & SSC if needed)
- WA State Food Handlers Certificate (must have upon starting date)

### **Qualifications:**

- Basic reading/writing/math skills
- Knowledgeable on use of commercial and industrial machines: i.e., deli slicers, food processors, dishwashers, ovens etc. and able to use them safely.
- Ability to work in close quarters with other individuals.
- Customer service skills necessary.
- Dependable and Flexible on availability.
- Multitasking and prioritizing abilities necessary.
- Ability to hold cleanliness to a high standard.
- Understanding of food safety standards.



**Physical Demands:**

Physical demands of the position entails standing, walking, use of your hands, reaching above your head and speaking/hearing most, if not all the time during any given shift.

Additionally, as a counter clerk you may be required or asked to assist in lifting up to 50lbs.

**Additional Information:**

Schedules may differ upon season and business changes. Flexibility in your availability may be necessary for proper coverage or business needs.

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**\*\*Please sign below to acknowledge job requirement's\*\***

I, \_\_\_\_\_, have read and accept the terms of the position.

X \_\_\_\_\_

(Employee's Signature)

Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_