

**CITY CENTER MARKET  
DELI LEAD  
JOB DESCRIPTION**

Purpose: To assist the Deli Manager in meeting the goals of the Deli, including sales, margin and labor goals. To assist in the oversight and production of prepared foods, and in supervision of the deli staff.

Full-Time/Part-Time, Reports to the Deli Manager

**RESPONSIBILITIES**

**I. CUSTOMER SERVICE**

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers daily so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

**II. DELI OPERATIONS**

**In the absence of the Deli Manager:**

- A. Supervise staff so that their questions are answered and that staff stay busy and productive.
- B. Ensure that production schedules are followed, and food is prepared according to our Deli and Health Department standards.
- C. Ensure that the Deli provides consistent and excellent counter service.
- D. Be available to answer questions from customers.
- E. Ensure that customer counters are always kept clean and attractive.
- F. Ensure that the salad bar, hot bar and soups are properly maintained.
- G. When scheduled, ensure that the kitchen is closed according to proper procedure and checklists are completed.

**Assist Deli Manager in properly maintaining the Deli, including:**

- A. Place food orders as needed in order to maintain adequate inventory of ingredients, without excessive amounts of backstock.
- B. Assist with menu preparation, including monthly Deli menu, seasonal and holiday menus, and addition of new recipes.
- C. Monitor production levels and usage in order to minimize out-of-stocks and shrink..
- D. Ensure that all food is prepared and stored in a sanitary and food-safe manner, in accordance with Health Department regulations.
- E. Prepare special orders and catering requests on a timely basis.

- F. Maintain clean, attractive, organized and full displays at all times.
- G. Help ensure that the kitchen, kitchen equipment, and display and storage areas are maintained in a clean and orderly condition, meeting Health Department standards.

### **III. PERSONNEL**

- A. Prepare the weekly Deli work schedule for review by the Deli Manager.
- B. Provide accurate and consistent on-the-job training of all deli staff.
- C. With the Deli Manager's oversight, provide work direction to Deli staff in a manner that achieves efficient and enthusiastic job performance. Supervise the Deli staff in the Deli Manager's absence.

### **IV. OTHER**

- A. Participate in routine inventory counts.
- B. Attend department meetings, all-staff meetings and training as scheduled.
- C. Perform other tasks assigned by Deli Manager.

### **DESIRED SKILLS AND EXPERIENCE**

- Self-directed, creative, independent, thoughtful
- Minimum 2 years retail or quantity cooking experience
- Good communication skills; including good listening skills and ability to provide clear direction, both written and verbal
- Proven leadership skills, including demonstrated team-building skills
- Demonstrated ability to handle and prioritize multiple demands
- Familiarity with natural foods and dietary preferences (vegetarian, vegan, low-fat, wheat-free, paleo, keto, etc.)
- Willingness and ability to grow and change to meet the changing requirements of the job
- Current ServeSafe sanitation certification. If certificate is not current, this must be completed within the first 30 days of hire.

### **ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to process information through computer system and POS system
- Ability to read, count and write to accurately complete all documentation
- Ability to move or handle merchandise throughout the store including in coolers and freezers
- Ability to reach, bend, twist, rotate and kneel frequently
- Ability to stand for extended periods of time
- Manual dexterity with hazardous equipment, including knives
- Ability to lift 50 pounds