CITY CENTER MARKET
food co-op & deli

Baker
JOB DESCRIPTION

Purpose: City Center Market's Bakery endeavors to be the best bakery, period. Owned by our neighbors and open to everyone, we provide our community with great food and the best customer service. Our bakery provides single-serve, multi-packs and made-from-scratch options with consistent selection every day. The Baker safely and efficiently produces high-quality, freshly baked goods including breads, pastries, cakes, and cookies following established recipes and ensuring a consistent product for our customers. A successful baker will have a tendency to be detail-oriented, thorough in completing work as well as reliable, responsible, and consistent in meeting work-related obligations.

Status: Reports to Department Manager (Bakery and Deli)
Non-Exempt
Full-Time/Part-Time
Pay Level II, hourly

Essential Responsibilities of all Level II Employees:

City Center Market values our customers and want them to experience the best customer service in town. This is done, in part, by consistently providing a supportive, personalized, and memorable experience that builds deep trust and loyalty with customers, including: Responsiveness, Proactivity, Personalization, and Deep Knowledge.

- Responsiveness: actively interacting with customers, greeting and thanking them, and answering inquiries quickly and thoroughly for fast issue resolution while respecting customer's time and ensuring their needs are met.
- Proactivity: Anticipating customer needs and solving potential problems before the customer even has to ask.
- Personalization: Projecting an approachable presence, tailoring interactions to individual histories, showing empathy for customer emotions, and treating clients as unique individuals rather than transactions.
- Deep Knowledge: Equipping yourself and staff with strong product and service expertise so they can educate and guide buyers effectively. Keep up on the latest trends in nutrition, natural foods and the co-op industry.

- Workplace Engagement-Brings enthusiasm, energy and a creates a positive workplace culture that sets the tone for their department, and ultimately the co-op.
- Communication-Communicates clearly and promptly with their team, other departments, and management**.**
- Personal & Team Efficiency-Manages competing priorities to ensure work gets done well and on schedule. Takes initiative and works as part of a team. Collaborates with coworkers by asking for assistance as needed and providing help as needed.
- Clean and Orderly Environment/Appearance –Wears the City Center Market required department uniform to be identifiable to customers and maintains the uniform in professional, clean, and orderly appearance. Keeps work areas clean, organized and sanitary.

- Demonstrates regular and dependable attendance consistent with job requirements and established scheduling procedures, subject to applicable federal, state, and local leave law, reasonable accommodations and other protections.
- Able to clearly explain how Co-op Ownership functions, promotes Ownership and the benefits of becoming a Co-op Owner.

ESSENTIAL RESPONSIBILITIES

I. BAKING & PRODUCTION

1. Check the quality of raw materials to ensure that standards and specifications are met.
2. Measure or weigh flour or other ingredients to prepare batters, doughs, fillings, or icings, using scales or graduated containers.
3. Accurately follow established recipes, producing baked goods by measuring and combining ingredients in bowls of mixing, blending, or cooking machinery.
4. Adapt the quantity of ingredients to match the amount of items to be baked, utilizing basic math skills for accurately scaling recipes up or down based on production needs.
5. Set time and speed controls for mixing machines or blending machines and closely monitor so that ingredients will be mixed or cooked according to instructions.
6. Knead dough by hand or with equipment, such as a hand or stand mixer.
7. Roll, cut, or shape dough to form sweet rolls, scones, cookies, or other products.
8. Place dough in pans, molds, or on sheets, and bake in production ovens or on grills.
9. Set oven temperatures and place items into hot ovens for baking.
10. Closely monitor and observe baking times, color of products being baked, and adjust temperature controls of ovens or other heating equipment accordingly.
11. Operate ovens, proofers, and mixers while closely monitoring baking times and oven temperatures.
12. Apply icings, glazes, decorations, and fondant to pastries & cakes using spatulas, brushes or other utensils with a keen artistic eye.
13. Develop new recipes or modify existing ones based on culinary trends or customers' allergies.
14. Assist with receiving supplies or equipment.
15. Prepare or maintain inventory or production records.
16. Direct or coordinate bakery arrangements on floor.
17. Assist Bakery Clerks with operating slicing or wrapping machines.
18. Develop new recipes for baked goods.

II. DEPARTMENT MAINTENANCE & INVENTORY

1. Continuously check ingredient quality and identify damaged or expired goods.
2. Manage ingredient inventory to prevent out of stocks.
3. Maintain workstations in a clean and sanitary manner, check equipment to ensure that it meets health and safety regulations, and perform maintenance or cleaning, as necessary on baking equipment such as rolling pins and kitchen scales.
4. Ensure that storage and display areas are maintained in a clean and orderly condition, meeting health department standards.

This job description provides a general overview of the position and is not intended to be an exhaustive list of all the duties someone in this position may perform. Employees may be assigned additional duties as needed to support business operations, consistent with applicable law, their qualifications, role, and operational needs. Employees must be able to perform the essential functions of the position, with or without reasonable accommodation.

5. Follow all strict food safety and sanitation guidelines, including those of the Occupational Safety and Health Administration (OSHA) and the U.S. Department of Agriculture.
6. Works efficiently and in a safe manner, following safety procedures.
7. Continues to learn and develop knowledge, skills and abilities related to the position.
8. Follows all department and store SOPs, including properly executing opening and closing tasks, as assigned.

III. OTHER/NON-ESSENTIAL JOB RESPONSIBILITES

1. Assist with quarterly inventory counts.
2. Attend department meetings, storewide meetings, and training as scheduled.

REQUIRED SKILLS AND EXPERIENCE

- Experience baking.
- Ability to be consistent and reliable.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management — Managing one's own time and the time of others.
- Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Food Production — Knowledge of techniques and equipment including storage/handling techniques.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Control Precision — The ability to quickly and repeatedly adjust the controls of a machine to exact positions.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak or communicate clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech or communication of another person.

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DESIRED SKILLS AND EXPERIENCE

- Experience baking in a retail bakery environment.
- Participation in American Bakers Association or Retail Bakers of America
- Strong knowledge of baking techniques, pastry-making, and the ability to follow recipes accurately.
- Familiarity with food safety and sanitation standards.
- Hands-on skill with commercial baking equipment like ovens and mixers.
- Excellent communication skills.
- Demonstrated capacity for teamwork.
- Artistic skills for pastry decorating and presentation.
- Demonstrated attention to detail and good organizational skills.
- Willingness and ability to grow to meet the changing requirements of the job.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer systems and point-of-sale systems.
- Ability to read, count, and calculate to create proper recipes.
- Ability to access all areas of the store including sales floor, backroom, and office areas.
- Ability to frequently lift 50+ pounds.
- Ability to frequently twist, bend, stoop, reach, and crouch.
- Ability to use fine motor skills, to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate and assemble objects, frequently twisting wrists and arms to mix and transfer baked goods and completed recipes to designated bakeware.
- Ability to work in hot kitchen environments as well as cold environments (coolers and freezers).
- Ability to stand for prolonged periods of time, including an entire shift.
- Ability to be in constant contact with others.
- Ability to be precise and accurate when measuring ingredients.
- Ability to see details at close range (within a few feet of the observer).
- Ability to match or detect differences between colors, including shades of color and brightness.

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