



JOB DESCRIPTION

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Job Title: FT/PT Deli Bakery Associate

Job Code: 291/292

Department: Deli Bakery

Reports To: Deli Bakery Manager

Primary Purpose:

Provide quality customer service within the Deli Bakery Department. Responsible for maintaining standards in accordance with the standard practice manual, maximizing sales through excellent customer service and minimizing shrink through proper utilization of standard practice.

Duties and Responsibilities:

- Maintain an atmosphere of enthusiastic customer awareness with primary emphasis on fast, friendly, and accurate customer service to create a positive shopping experience
- Courteous and helpful to other associates
- Follows all technical manuals for processing of product, label placement, etc
- Ensure that ordering, receiving, preparation, conditioning and displaying of merchandise is done in accordance with policies and guidelines
- Ensures proper sanitation of department, equipment and proper food handling/preparation
- Understand and use company tools such as; average cost inventory system (ACIS) and ordering (CAO)
- Maintain a complete understanding of and adherence to company guidelines, policies and standard practice
- Understand and follow Food Safety and Workplace Safety guidelines and procedures
- Observe and correct all unsafe conditions that could cause associate or customer accidents
- Report all associate and customer accidents in accordance with established Food Lion procedures to the Manager on Duty
- Ensure compliance with local, state and federal regulations
- Wear the Food Lion uniform, complete with name badge, when on duty, has a neat and clean appearance while adhering to the Food Lion dress code
- Successfully complete Computer Based Training (CBT), Training Packet and Training Aid courses
- Perform all other duties as assigned

Qualifications:

- High school graduate or equivalent preferred
- Excellent interpersonal, organizational, communication and customer service skills
- Ability and willingness to learn multiple tasks and technical requirements of the job
- Ability to use technical information to solve problems
- Must meet minimum age requirements to perform specific job functions
- Must be able to meet the physical requirements of the position, with or without reasonable accommodations

Physical Requirements:

- Ability to use computers and other communication systems required to perform job functions
- Perform repetitive hand and arm motions
- Bend and lift products weighing up to 15 lbs. continuously, 25 lbs. frequently, and 50 lbs. on occasion
- Pull or push up to 75 lbs. on occasion
- Stand 100% of the time, frequently walking short distances
- Be able to handle a variety of substances associated with cleaning and packaging materials
- Frequent reaching and grasping at waist level: occasionally above shoulder or below waist level
- Meet established volume activity standards for the position
- Tolerate working in extreme hot/cold temperatures for up to 20 minutes at a time