



## Job Description

**Job Title:** Kitchen Assistant (Updated July 25, 2018)

**Status:** Hourly, Seasonal

**Reports To:** Kitchen Manager

**FLSA Status:** Exempt

### SUMMARY

This position is designed to meet the seasonal daily needs of the business particularly May - October. This position is responsible for working directly under the kitchen manager as the full time seasonal deli and bakery assistant, working in tandem with all seasonal kitchen and bakery team members. Primary responsibilities include assuring a positive and sales oriented environment, providing exemplary customer service, and maintaining a well stocked, organized kitchen/deli area that aims to exceed product output and consistency. This position does not have any direct responsibilities in the storefront, however assistance in these areas may be required. The main objective of this position is to assure both consistency and quality in all Good Hart General Store food products while creating an efficient and service oriented food service experience for our customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties will be assigned.

1. Offer warm and welcoming service to all Good Hart General Store customers.
2. Work as a team player with all other GHS staff members.
3. Assure a well stocked, creatively displayed, and continually clean kitchen/deli space.
4. Assist with rotating food stock as needed.
5. Assist with receiving food shipments as needed.
6. Assist with daily production as needed.
7. Assist in stocking the storefront as necessary.
8. Provide a sales focused yet relaxed up selling environment with the goal of additional store sales at the deli counter.
9. Comply with all necessary food-handling regulations and requirements.
10. Assist in the maintenance and the operation of all kitchen equipment (including but not limited to slicer, freezers, fans) and acquire a complete understanding of

all equipment as well as its replacement accessories and necessary repair process.

11. Understand the operation of all front counter equipment such as but not limited to cash register, credit card processor, etc.
12. Comply with the Good Hart General Store appearance standards.
13. Comply with the Good Hart General Store Operations Manual and all procedure manuals.
14. Assist in keeping the store restroom clean and stocked.
15. Assist with assuring a clean and organized back stock area for all merchandise and food service backstock.
16. Provide accurate information to customers on the store's operation including website content, contact information, customer tracking, real estate services, etc.
17. Assist in effectively processing phone and Internet orders and confirm that orders are shipped properly.
18. Assure consistency and quality in all production within the deli and bakery.
19. Assist in assuring an efficient and low waste operation.
20. Assist with the execution of special events such as the DALMAC bike event, special luncheons and group functions.
21. Other duties as assigned by the kitchen manager and/or Carolyn Sutherland.

### **SUPERVISORY RESPONSIBILITIES**

There are minimal supervisory responsibilities for this position. All deli/kitchen team members report to the kitchen manager. In the absence of a kitchen manager, it's the duty of the kitchen assistant to assure a successful operation in both the deli and bakery under the management of the storefront manager.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily as listed above. These requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. A demonstrated ability to follow directions and complete assigned tasks with a minimum of instruction and supervision is essential. Work hours and schedules vary each week; weekend days and holidays will be included in the work schedule.

#### **Required:**

1. Excellent interpersonal and guest service skills.
2. Positive, energetic attitude accompanied by a smiling and happy demeanor.
3. Ability to multi-task.
4. Ability to work independently without much supervision.
5. Basic commercial kitchen and food preparation skills.

#### **Preferred:**

1. Demonstrated knowledge of basic accounting skills (fraction knowledge).
2. Previous experience handling money and/or working as a sales associate.
3. Previous experience working directly with the general public.
4. Basic computer skills (Email, social media sites).
5. Previous retail experience.

## **EDUCATION and/or EXPERIENCE**

Graduation from high school is required for this position. Graduation from an accredited college or university is preferred, but not required. Experience in a retail environment is preferred. Experience in a food service environment is required.

## **LANGUAGE SKILLS**

1. Ability to read and comprehend manuals as well as written and oral instructions.
2. Ability to provide concise, accurate daily reports on sales transactions and operations.
3. Ability to communicate effectively and professionally.

## **MATHEMATICAL SKILLS**

1. Ability to read and comprehend the measurements for ingredients in food preparation are required for this position.

## **REASONING ABILITY**

1. Ability to solve complex problems with sensitivity and diplomacy, while displaying excellent guest service skills and being a valued team player.
2. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
3. Ability to interpret a variety of instructions furnished in written or oral form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by any team member to successfully perform the essential functions of this job.

While performing the duties of this job, the team member is regularly required to talk or hear. The team member frequently is required to reach with hands and arms. The team member is often required to stand, walk, stoop, kneel, crouch, or crawl. The team member must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job.

While performing the duties of this job, the employee may occasionally be exposed to moving mechanical parts, fumes, and/or airborne particles. The noise level in the work environment is usually moderate. Pace is fast and store is not climate controlled.