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**JOB TITLE:** DELI MANAGER

**REPORTS TO:** OPERATIONS MANAGER

**CLASSIFICATION:** NON-EXEMPT

**PAY GRADE:** \$19.05 / HOUR (GRADE 7)

**POST DATE:**

**CLOSING DATE:** OPEN UNTIL FILLED

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**SUMMARY/OBJECTIVE:** This position oversees the operations of the deli department, provides leadership to all deli team members, ensures that a high-level customer shopping experience is consistently delivered, and contributes to store sales and profitability.

**REQUIREMENTS OF THE JOB INCLUDE:** Specific duties include, but are not limited, to the following:

- Oversee daily activities of team members to ensure all tasks associated with daily operations are met successfully
  - Cooking, serving, packaging, operating counter, sanitation protocols, and customer service
- Ensures proper merchandising of product including receiving, pricing, stocking, displaying, and stock rotation
- Manages product storage, maintenance, and rotation activities to avoid any damages, spoilage, or shrink
- Monitors and maintains stock inventory levels to avoid over and under stock issues
  - Follows FIFO (First in, first out) procedures to reduce waste and ensure compliance
  - Removes and processes out-of-date product immediately ensuring they are not sold.
- Assists General Manager in the preparation of inventory and sales budgets
- Analyzes profit and loss statements and recommend improvements to meet department goals
- Ensures accuracy and accountability of all department invoices and expenses as needed
- Collaborates with marketing personnel to develop sales promotion programs to attract customers and build customer loyalty
- Manages menu preparation, including weekly deli menu, seasonal and holiday menus, and addition of new recipes
- Assists operations manager in interviewing and hiring new team members
- Provides training to staff on company policies, procedures, and sales guidelines
- Conducts performance reviews, issuing appropriate discipline steps and preparation of necessary documentation in a timely manner
- Operates all food preparation machines and equipment
- Ensures the kitchen, kitchen equipment, and display and storage areas are maintained in a clean and orderly condition, meeting Health Department standards
  - Follows all health, safety, and sanitation guidelines / regulations and ensures that deli team members follow guidelines
  - Ensures all equipment and utensils are properly cleaned and sanitized
  - Ensures cleanliness and sanitation of sales floor, work area(s), freezer/cooler, equipment, and retail cases
- Resolves customer and employee complaints in a professional manner
- Attends department meetings, all-staff meetings, and training as scheduled
- Other duties as assigned

**OTHER DUTIES:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities

LDF Ojibwe Market  
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may change at any time with or without notice.

#### **EXPECTATIONS/ABILITIES:**

- Knowledge of food sales, preparation, and cooking
  - Product variety, bakery/deli standards, perishability, food safety, safety, and sanitation procedures
- Excellent communication, interpersonal, and leadership skills
- Proven ability to manage people and maintain composure in dealing with customers and team members
- Excellent analytical, critical thinking and problem-solving skills
- Proven self-starter with demonstrated ability to make decisions
- Basic Mathematics; weights and measures
- Proficiency in POS (point of sale) systems and standard office software for inventory
- Must be able to operate calmly while in a fast-paced environment
- Strong commitment to customer service
- Effective time management and organizational skills
- Ability to solve problems independently

**SUPERVISORY RESPONSIBILITY:** This position has direct supervisory responsibilities.

**WORK ENVIRONMENT:** This job operates in a fast pace multi-faceted operation environment. This role routinely operates all food preparation machines and equipment.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This job operates in a busy retail environment. The responsibility of the position is performed within the confines of the business operation with exposure to differentials in temperature.

- Ability to talk and hear
- Exposure to hot and cold temperatures as expected in a typical retail store environment
- Exposure to potential hazards exist with respect to cooking procedures and operating work equipment necessary to perform job duties
- Required ability to stand and walk for long periods of time and may bend, reach, stoop, twist and turn frequently
- Perform repetitious arm and hand movements frequently
- Push and pull fully loaded pallet jacks containing product of up to 50 lbs. unassisted
- Uses FDA approved cleaning chemicals in accordance with manufacture's guidance and instructions
- Ability to lift and/or move up to 30 pounds frequently, and up to 50 pounds occasionally
- Reliable, regular attendance required

**POSITION TYPE/EXPECTED HOURS OF WORK:** This is a full-time position with 40 hour per week expected. Days and hours of work are scheduled bi-weekly. Must be able to work flexible hours including mornings, evenings, weekends, and holidays. Must attend all mandatory meetings and participate in trainings.

**TRAVEL:** Little to no travel is expected for this position.

#### **REQUIRED EDUCATION AND EXPERIENCE:**

- High School Diploma or equivalent (GED)

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- Minimum 2 years of commercial cooking/baking experience in a deli or restaurant setting with a formal role as department supervisor or manager
- ServSafe Food Protection Manager Certification is required within 30 days of employment

**PREFERRED EDUCATION AND EXPERIENCE:**

- Associates degree in Food Service Management
- 3+ years of commercial cooking/baking experience in a deli or restaurant setting as department supervisor or manager
- Wisconsin Food Manager Certification or ServSafe Food Protection Manager Certification

**CORPORATION STANDARDS:** The foundation of success is found in meeting the following LDF Business Development Corporation expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect, and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and considers long-term implications of ones' actions
- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean, and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

The Ojibwe Market is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

**EEO STATEMENT:** The Ojibwe Market provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

**Employee signature indicates the employee's understanding of job requirements, essential functions, and duties of the position.**

Print: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**HOW TO APPLY:** To apply for this position please apply online at [www.ldfbdc.com](http://www.ldfbdc.com)

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