



PO BOX 220 • 231 COURT STREET • LACONIA, NH 03247
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JOB DESCRIPTION

Position Title: Deli Associate
Revised August 2018

Department/Location: Alton Circle Grocery

Reports to: Supervisor and/or Store Manager

Status: Non-Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

Prepare, merchandise, and serve food products.

Maintain sanitary conditions in prep and serving areas.

Essential Duties / Responsibilities:

- Maintain an awareness of all products, merchandise promotions, and advertisements
- Prepare Deli for daily operations
- Prepare hot and cold food as directed by supervisor
- Serve food in proper pre-determined portion sizes
- Maintain and monitor that food is the correct serving temperature and quality. Any substandard quality food must be brought to attention of supervisor/manager and properly discarded
- Perform shift start and end procedures, and reconcile shift paperwork
- Assist with merchandising, price marking of products, replenishing of merchandise, and setup of displays as directed
- Prepare inventory of stock, and order inventory as directed
- Provide assistance with Deli housekeeping and maintenance
- Communicate customer requests to management

- Adhere to all company policies, procedures, and practices, including pricing and loss prevention
- Arrive at work on time to ensure that the Deli is open and/or to relieve the person from the previous shift
- Wear neat, clean, appropriate clothing as directed by supervisor/manager
- Adhere to attendance/scheduling policies
- Follow all safety guidelines

Qualifications / Demonstrable skills:

- Ability to communicate effectively with customers, co-workers, and management
- Ability to read, count, and write to complete all transactions and documentation accurately
- Ability to operate and use all equipment necessary to perform job requirements
- Ability to work varied hours as business dictates. These hours may include day, night, and/or weekends
- Ability to adhere to the established dress code, to include wearing required uniform and name badge
- Ability to make decisions necessary to ensure compliance with established policies
- Ability to work with a minimum of supervision

Education / Experience:

High School diploma or GED preferred

Previous retail and/or food service and/or Customer Service/Sales experience

OR

Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Deli Associate

Work Schedule:

Number of Hours per Day:

7+

Number of Hours per Week:

35-40

Job Requires:

Maximum Lifting/Carrying of:

50 lbs Case of Soda

Frequent Lifting/Carrying of:

40lbs. Grocery Items

Approximate Ground to Overhead Maximum:

25 lbs.

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	✓	✓	✓	✓
Left	✓	✓	✓	✓

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		✓	
Kneeling		✓	
Squatting			✓
Climbing			✓
Standing	✓		
Walking			✓
Sitting			✓
Reaching		✓	
Driving			
Fine Motor Skills		✓	
Lifting/Carrying		✓	
Twisting		✓	
Writing/Data Entry			✓