

## Utility Team Member

The Deli Utility Team Member is responsible for providing exceptional guest service by maintaining a clean and sanitary Service Area, Production Area, Storage Areas and Dish Area as well as assisting the Production Team and Deli Counter Team as needed. The core function of this position is to wash dishes. They assist in receiving, storing and stocking of products while ensuring proper rotation and quality.

### Qualifications:

- Ability to follow instructions and established standard operating procedures
- Must have excellent interpersonal skills and ability to communicate effectively with others.
- Ability to twist, bend and stoop to grasp objects, climb ladders, lift loads up to 50 lbs unassisted, push and pull carts weighing up to 100 lbs unassisted.
- Ability to prioritize work tasks and maintain focus in a fast paced environment.
- Ability to work a variety of shifts including weekends, evenings, and holidays
- Ability to complete repetitive tasks
- Ability to follow instruction and open to feedback
- Foodservice experience preferred

### Tasks and Responsibilities:

Ensures that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining Co-op standards, solid product knowledge, explaining store policies and procedures concisely, maintaining awareness of all promotions and advertisements and all other aspects of customer service. Responds promptly and courteously to all customer questions and complaints, works hard to ensure that the customer feels satisfied after any interactions.

- Maintains clean work station and equipment throughout shift and sanitizes all counters, sinks, floors and equipment as needed and at end of shift
- Ensures department sanitation, cleanliness and safety standards are met.
- Familiarity with common allergens, deli products, specialty foods, baked goods and prepared foods.
- Completes daily side work tasks as assigned
- Follows all Health Department regulations
- Keeps supervisor informed of any problems and/or ideas
- Participates in team, staff, and other meetings as scheduled
- Effectively communicates with Guests, Team Members and Store Leadership
- Thorough knowledge of all relevant Marquette Organic Food Co-op policies and standards
- Performs other duties as assigned