

## **VIROQUA FOOD CO-OP DELI DISHWASHER JOB DESCRIPTION**

Purpose: To wash, clean, and maintain the dishes used by the deli. To assist the deli in prompt, friendly, helpful customer service to help the deli department meet goals for sales, margin, labor costs and customer service.

Status: Reports to Deli Manager  
Pay Level 1

### **Responsibilities:**

*Excellence in customer service is our primary goal. No other task should ever come before serving our customers.*

#### Customer Service

- A. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- B. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- C. Provide product information and educational materials to customers and staff.
- D. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
- E. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

#### DUTIES

- A. Check and re-stock as needed plates, bowls, cups & silver ware.
- B. Watch closely for dirty dishes & pans and do not put them out into circulation. Re-Wash as needed.
- C. Remember: Public Safety is in your hands!
- D. Maintain recycling cart by breaking down cardboard, rinsing out plastics & Tin containers and then flattening them down as they appear.
- E. Check on status of deli garbage's and change out as needed, taking the full out to the dumpster and relining with new bag.
- F. Bus the eating area often and re-stock as needed. Remember to check right before typical Lunch or Dinner rush hours.
- G. Make sure wash sink always has soapy suds in water and change out when visibly cloudy or dirty. Add soap as needed to maintain constant suds!
- H. Watch sanitizer sink for dirty or greasy water and change out as needed.
- I. Food must be completely washed from plates, pans, bowls & other dishes before it enters the dish machine.
- J. Make good use of your time by getting caught up on dishes before you take your break.
- K. Deli and Barista prep work

During down time look for area that need cleaning and attend to them.

- Clean the drying rack as needed by removing items so one can scrub down shelf & legs.
- Grab a garbage can, spray it out, and scrub down the outside to maintain clean receptacles.
- Organize dish rack and clean as needed. Remove items onto black cart, wipe down shelves well and replace dishes.
- Pull out dish rack (get help with this one) and wash wall behind and sweep and mop floor well. Try to get behind dish machine if possible.

#### III. OTHER RESPONSIBILITIES

- A. Attend department and all-staff meetings.
- B. Perform other tasks assigned by Deli Manager.

## QUALIFICATIONS

- Ability to project friendly, outgoing personality
- Manual dexterity with hazardous equipment.
- Ability to handle multiple demands.
- Ability to lift 50 lbs.
- Ability to stand for long periods
- Regular, predictable attendance
- Willingness and ability to grow to meet the changing requirements of the job
- Ability to stay focused to the task at hand

## **THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:**

### **Customer Service**

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

### **Communication**

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

### **Mission Integration**

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

### **Personal Effectiveness**

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

### **Performance Standards**

#### Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.
- Wears protective clothing as required for position.