



## **Job Description**

**Job Title: Counter Clerk**

**Department: Deli**

**Reports To: Deli Manager**

**Starting Wage: \$17.50-\$19.50/hr + tips**

**General Purpose of the Job:**

The purpose of a Counter Clerk is to provide the best possible customer service within the deli. This is a customer facing position that takes and processes orders at the POS, ensuring accuracy and timeliness, and maintains service cases and other merchandising areas while preparing a distributing Deli case offerings.

**Essential Job Duties and Responsibilities:**

- Provide responsive, exceptional and timely service to customers and co-workers
- Be polite, prompt and knowledgeable on deli items for the customer.
- Aware of proper food preparation, safety techniques and health standards.
- Attentively and accurately assist in routine temperature checks.
- Treat co-workers with respect and kindness. Be a team player.
- Communicate to lead or manager pertaining any deli issues or matters.
- Listen attentively and implement tasks that may be delegated to you by lead or manager.
- Execute a daily list of tasks specific to your scheduled shift.
- Be aware of counter traffic and who has and hasn't been helped.
- Remain flexible when incidents, emergencies or call-ins arise.
- Multi-task between keeping a clean work environment, attending to customer and completing daily tasks.

**Education and/or Experience:**

- No education requirement's

**Certificates, Licenses, Registrations:**

- Valid Driver's License or Photo ID
- Social Security Card
- U.S. Passport (to substitute for Photo ID & SSC if needed)



- WA State Food Handlers Certificate (must have upon starting date)

**Qualifications:**

- Basic reading/writing/math skills
- Knowledgeable on use of commercial and industrial machines: i.e., deli slicers, food processors, dishwashers, ovens etc. and able to use them safely.
- Ability to work in close quarters with other individuals.
- Customer service skills necessary.
- Dependable and Flexible on availability.
- Multitasking and prioritizing abilities necessary.
- Ability to hold cleanliness to a high standard.
- Understanding of food safety standards.

**Physical Demands:**

Physical demands of the position entails standing, walking, use of your hands, reaching above your head and speaking/hearing most, if not all the time during any given shift.

Additionally, as a counter clerk you may be required or asked to assist in lifting up to 50lbs.

**Additional Information:**

Schedules may differ upon season and business changes. Flexibility in your availability may be necessary for proper coverage or business needs.

Country Aire is an at-will employer and may terminate the employment relationship at any time, without cause, and with or without notice.

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**\*\*Please sign below to acknowledge job requirement's\*\***

I, \_\_\_\_\_, have read and accept the terms of the position.

X \_\_\_\_\_

(Employee's Signature)

Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_