



## **JOB DESCRIPTION**

( August 2017 )

**DEPARTMENT:** Bakery Department

**POSITION TITLE:** Bakery Service Clerk (Full-Time)

**LOCATION:** Village Grocer (Markham, Ontario)

**TITLE OF IMMEDIATE SUPERVISOR:** Manager, Bakery Department

### **Scope**

The Bakery Service Clerk works in the Village Grocer bakery department and is responsible for serving customers in an attentive, friendly and efficient manner. You pride yourself on your people skills and enjoy interacting with the public. Your work ethic, organization, time management and communication skills combined with your passion to provide customers with an excellent shopping experience in a demanding and fast-paced environment makes you the perfect candidate for this position.

### **Role Requirements**

- Available to work evenings and weekends (extended hours on occasion)
- Maintains a high standard of personal hygiene & appearance
- Adheres to company dress code (hat/hairnet)
- Maintaining a clean and safe workspace environment
- Endure medium/high levels of physical exertion (standing, climbing stairs, bending, lifting, etc.)
- Equipment operation (weigh scales, blow torch, heat sealer, elevator, rolling bakers racks)
- Successful communication with customers (in-person & telephone orders)
- Observes company code of conduct, policies and store rules
- Perform other duties and assignments as directed
- Assist in training of part-time staff

### **Key Responsibilities**

- Greeting customers in a cordial and friendly fashion
- Answering product related questions, taking orders, selecting, weighing, pricing and wrapping
- Serving customers with timely coordination and processing of orders
- Preparation, packaging, storage and inventory replenishment
- Counter presentation & product merchandising
- Maintaining an organized, clean and safe working environment
- Adhering to and maintaining the Village Grocers high level of service excellence
- Adhere to all provincial health and civil code regulations
- Assist with delivery deliveries (loading & unloading)
- Order taking (can translate customers ideas into clear & detailed instructions for baking team)
- Able to handle fragile/perishable items with care

### **Working Conditions**

- Inside, freezer work on occasion

### **Success Factors**

- Communication Skills: Bakery clerks often serve as our first line of contact with our valued customers. Key skills required include:
  - Speaking and engaging with customers in a calm, effective and friendly manner
  - Listening skills
  - Patience
- Stamina: Bakery clerks often stand for long periods of time and are required to lift medium to heavy objects
- Job Commitment: Punctual and able to work variable shifts as assigned by the department manager
- Role Engagement: Ability to work with a positive attitude and a high level of energy
- Responsibility Success: Effectively manage and complete all aspects of key responsibilities
- Collaborative Approach: Works well with others and enjoys being part of a team
- Artistic flair an asset for custom cake writing

### **About The Village Grocer:**

The Village Grocer has been a purveyor of quality foods in the Markham community for over 30 years. Started in 1986 by Evan & Cathy MacDonald, the company's focus is to provide customers with wholesome & quality foods together with a high level of personalized service. The Village Grocer experience includes a full range of unique, every day and gourmet food offerings in a friendly retail-shopping environment that exudes discovery for the shopper. Under the banner "Great People, Quality Food" the Village Grocer provides consumers with quality food options beyond conventional food retailers.

*The Village Grocer is committed to equality of opportunity in all aspects of employment. It is the policy of The Village Grocer to provide full and equal employment opportunities to all employees and potential employees without regard to race, color, religion, national or ethnic origin, veteran status, age, gender, gender identity or expression, sexual orientation, genetic information, physical or mental disability or any other legally protected status.*