



## Southern Convenience Stores Job Description

**Job Title:** Food Service Associate  
**Reports To:** Food Service Manager/ Convenience Store Manager  
**Prepared Date:** 1/26/2010  
**Revised Date:** 1/16/2019

### SUMMARY

Every Food Service Associate is responsible for providing customers with the best buying experience possible. This includes providing the customer with the best prepared food products offered through each store. Food Service Associates are expected to operate each shift efficiently and within Company policy. The title Food Service Associate applies to the positions of first, second, and/ or third shift employee, both full and part time.

### RESPONSIBILITIES BY COMPETENCY: (*\*denotes an essential function of the position*)

#### Business Results Orientation

- *\*Adhere to all city, county, and state health department regulations.*
- *\*Follow all company policies and procedures as defined in the Policy/ Training Manual or other guidelines.*
- *\*Observe shift operating hours at all times and follow the work schedule as posted, unless a change in schedule is arranged with Supervisor. Properly clock in and verify all hours worked.*
- *\*Assure proper ringing and accounting for all sales and merchandise as discussed in the Company manuals.*
- *\*Follow Company policy with regard to excessive cash registers and safe security.*
- *\*Protect Company assets at all times.*
- *\*Maintain regular attendance and follow designated safety practices.*
- Follow all steps defined in training as to preparing food in a safe and well presented manner.
- *\*Manage food level inventories when stocking and serving through the store warm/ cold display cases. Make sure prepared food is being stored in a safe temperature in the warm/ cold display cases. Manage food quality so that food is of quality offering through the point of purchase.*
- Perform other duties not listed as required of preparing and serving quality foodservice.

### **Communication**

- Assist Supervisor in meeting daily, weekly, and monthly reporting and information requirements.
- \*Advise Supervisor of any personnel situations or policy violations having an adverse effect on store operating performance.
- \*Ensure Supervisor is made aware of all sales, cash, or operating discrepancies. Report discrepancies of \$5.00 or more to Supervisor within 24 hours.

### **Customer Service Orientation**

- \*Meet all customer needs as efficiently and effectively as possible by providing superior customer service.
- \*Use suggestive selling techniques to increase food sales.
- \*Complete shift cleaning checklist on every shift, including inside and outside responsibilities. Cleaning of foodservice preparation area and foodservice display cases, including proper sanitizing of equipment and area.

### **Developing Talent**

- Responsible for offering assistance, support, and feedback to other team members.
- \*Set an example that is aligned with company's mission statement for other employees to follow.
- Continually strive to improve own performance and performance of the store as a whole.

### **Safety**

- Attend and participate in safety meetings.
- \*Work diligently to correct safety deficiencies in a timely manner.
- \*Complete safety training required for this position and on-going training as necessary.
- \*Follow all safety policies and procedures.
- \*Make sure food is stored, prepared, and served under the company guidelines and procedures along with the guidelines of the Cape Girardeau County Health Department.
- \*Inform Supervisor or Manager of unsafe conditions and behaviors, and recommend how to correct or eliminate them.
- \*Report all work-related injuries immediately.
- Cooperate with the medical provider, and follow the treatment plan and Return-To-Work Program.
- Work to avoid preventable accidents.

### **Technical Expertise**

- Check refrigeration equipment for proper performance a minimum of one time per shift.
- \*Immediately advise Supervisor of any maintenance problems.
- Perform specific tasks as assigned by the Supervisor.
- \*Follow correct vendor check-in procedures.
- \*Complete required inventory counts as directed.

## SUPERVISORY RESPONSIBILITIES

This position has no direct reports and this position reports directly to the Store Manager.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (*\*denotes an essential qualification of the position*)

**Education:** \*Preferred: Equivalent to high school diploma.

**Experience:** \*Up to and including 3 months food service experience.

**Language Skills:** \*Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, clients, customers, and the general public.

**Skills and Abilities:** Ability to perform routine duties involving use of various procedures and application to clearly prescribed standards practices which require the making of minor decisions and use of some judgment as to the method of performance. **(May be representative, but not all-inclusive of those commonly associated with the position)**

**Technology, Tools And Equipment:** \*Computer, \*Cash Register, \*Telephone, Copy/Printer/Fax, \*Hepatitis A vaccination where required, \*Other equipment necessary for convenience store operations.

**Certifications, License and/or Registrations:** None Required

## PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.