DELI CLERK

Speed, accuracy and customer satisfaction—are these among your super powers? Eddie's of Roland Park is on the lookout for an outgoing and conscientious Deli Clerk to join its team of Supermarket Superheroes… If you beam with pride after a job well done, then this position on the Deli team might be perfect for you!

From made-to-order sandwiches and wraps to sliced meats and cheeses and deli salads, Eddie's deli counter has been a lunchtime destination for generations—popular for prompt, courteous service and dedication to quality and precision. As a Deli Clerk, your rapid-pace dependability and attention to detail will help the department meet its sales goals while providing satisfaction and nourishment to hundreds of shoppers every day.

This is a key position in a fast-paced environment, with a focus on customer satisfaction. Renowned for its superior selection and exceptional service, Eddie's of Roland Park is an independent, family-owned grocery destination that has served the greater Baltimore community for more than 75 years.

Position Summary
The Deli Clerk provides outstanding customer service, greets customers in a polite manner and works efficiently to ensure accuracy during receipt and preparation of a customer's order.

Responsibilities:
- Initiate interaction with customers by greeting customers and provide assistance as needed,
- Ensure customer satisfaction by following through on customer requests,
- Accurately cut, weigh, package and price meats, cheeses, and other food products,
- Build positive relationships with our customers,
- Use deli slicer in a safe manner following usage guidelines to fill customer deli orders,
- Clean deli slicer and display cases according to cleaning guidelines,
- Package prepared foods to go in appropriate containers,
- Prepare sandwiches according to the recipe or customer requests,
- Handle customer inquiries courteously, promptly, and efficiently,
- Maintain Eddie's high standards for product freshness and sanitation by following established guidelines,
- Manage deli counter by cleaning, facing and/or organizing stock, wiping down counters and cases,
- Work with the management team to help meet sales goals, promote upcoming events and holidays,
- Dynamically sell products by providing customers with information needed to make product-related decisions,
- Assist with store maintenance and product merchandising, and
- Perform additional duties as assigned.

Supervisory Responsibilities
- None

Qualifications

Education, Certifications and/or Licenses:
- High school diploma or equivalent.

Experience:
- No less than 2 years of prior deli experience

Knowledge/Skills:
- Knowledge of retail sales and safe food handling guidelines,

- Must be a result-oriented professional with excellent verbal/written communication skills using diplomacy and discretion,
- Possess strong customer service skills,
- Possess a helpful, courteous approach to resolving customer complaints,
- Ability to maintain and stick to a schedule and show up on time,
- Ability to work as a team player in a fast-paced environment, multi-task, pay attention to detail and meet deadlines,
- Must possess strong problem-solving skills,
- Ability to dress in proper work attire according to the dress code,
- Ability to meet deadlines,
- Ability to work a flexible work schedule that includes nights, weekends, and holidays,
- Ability to safely work with slicers, knives, and other sharp objects, and
- Ability to obtain a ServSafe certification.

Job Types: Full-time, Part-time

- Pay: $16.00 - $20.00 per hour
- Expected hours: 40 per week

Benefits:

- 401(k)
- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance
- Paid time off
- Paid training
- Vision insurance
- Shift:
- Day shift
- Evening shift
- Morning shift
- Work Location: In person