

Great Harvest Bread Co. - Greenville, NC

JOB DESCRIPTION

Baked Goods/Sweets Baker

PURPOSE

Create consistently excellent baked goods and sweets with precision and mastery. Develop an intuitive sense of sweet-making through a strict attention to detail which will allow you to consistently create superior quality products. To establish and maintain the production pace, by beginning and completing batters with exactness, according to a strict time schedule. To lead by example, be cross-trained in all positions and to handle minor problems when an owner or manager is not in the bakery.

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.

1. **JOB AND PRODUCT KNOWLEDGE** to make batters according to established recipes, yet intuitive enough to compensate for fluctuating variables so that optimum consistency is achieved for every product.
2. **ENERGY** to maintain a continuous high-level of productivity and enthusiasm while on duty and possesses the stamina to work the early-morning shift regularly.
3. **STRESS TOLERANCE** to perform duties with a positive attitude, even when faced with difficult or unusual pressures or circumstances.
4. **ORGANIZATIONAL SKILLS** to ensure that baked goods/sweets are completed with accuracy and according to time schedules, without slowing down the production flow.
5. **INITIATIVE** to perform assigned duties without regular reminders; and to be actively engaged in improving the atmosphere of the bakery.
6. **COST CONSCIOUSNESS** to eliminate mistakes that would create non-sellable products.
7. **COMMUNICATION SKILLS** to effectively give and receive information to customers, co-workers and management; and assertiveness to make needs and concerns known in a constructive way.
8. **LEADERSHIP SKILLS** to lead by example, constructively direct the work of fellow employees and handle problems when they arise.

ESSENTIAL JOB DUTIES/RESPONSIBILITIES include the following (other duties may be assigned):

- Ensures that all baked goods have ingredients according to Great Harvest recipes and have been mixed properly.
- Uses multi-timer pins, thermometers, product knowledge and intuitive judgment to adjust baking duration to ensure that all baked products meet Great Harvest standards of quality and consistency.
- Uses measuring devices, thermometers, mixer, product knowledge and intuitive judgment to prepare baked goods/sweets according to Great Harvest's standards of quality and consistency.
- Uses large equipment with extreme safety.
- Develop a "single item" attitude recognizing that every customer judges the entire

business on the product he or she is eating.

- Visits the breadboard regularly, to observe and experience the baked goods/sweets produced, to determine moisture and consistency and ensure the quality of work. Also takes products home to determine how it ages.
- Washes used bowls and utensils from sponge and dough and sweets production.
- Follows all company policies and procedures.
- Performs other job-related duties as assigned and takes initiative to enhance the bakery's quality and consistency.
- Be available extra hours during holiday seasons (Easter, Thanksgiving and Christmas at a minimum).

GENERAL CHARACTERISTICS

1. Must be at least 18 years of age and have a phone.
2. Must be dependable and work all scheduled shifts, including early morning shifts.
3. Must exhibit high standards of personal cleanliness.
4. Must have a solid foundation in basic math skills (don't worry, we have calculators).
5. Must be able to lift and carry loads of 60 pounds (the weight of a bushel of wheat) and perform other physically strenuous mixing tasks throughout the production shift, with or without accommodation.
6. Must be able to remain standing throughout their entire shift with or without accommodation
7. Be on time; maintain a positive attitude (so as to encourage a positive impact on bakery atmosphere and morale); maintain positive working relationship with owners and fellow crewmembers; perform all duties with customer effect in mind and prioritize accordingly; hustle at all times, yet work neatly.

Essential functions are job duties which are critical or fundamental to the performance of the job. The term does not include functions which are performed on an occasional basis, performed by some but not all persons in the position or that are of only marginal importance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE

Stable work history required. Prior baking experience not necessary; position will receive on-the-job training.