

GREAT HARVEST BREAD CO. - Greenville, NC

JOB DESCRIPTION

Sales Team

PURPOSE

To provide excellence in customer service by consistently serving each customer with a smile, getting to know each customer well and being able to sell them the outstanding Great Harvest breads and other products with knowledge and ease. To maintain a fast pace at the counter and throughout the store while serving customers or cleaning. To lead by example, be cross-trained in several 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 merchandise breads, baked goods, sweets and other products for sale to customers.
2. **ENERGY** to maintain a continuous high-level of productivity and enthusiasm while on duty and possesses the stamina to work the early-morning shifts or long afternoons 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 each customer is waited on within required timeframe, orders are organized and filled each day, breads are shelved and labeled with accuracy, sales area is kept clean and uncluttered 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):

- Approach all aspects of job with the following priority in mind: Customers always come first!
- Serve customers in a patient, cheerful way that reflects how we value our customers, our bread, and our business.
- Prioritize all chores with product quality and presentation in mind...bagging and merchandising/display of product is the top priority in chores.
- Handle all transactions with 100% accuracy. Be efficient and proficient in all aspects of cash register operation—cash, credit cards, gift cards, coupons, refunds, etc.
- Handle all products as if they were worth 10 times their price—handle and package with

care.

- Hustle at all times...moving fast yet neatly and safely.
- Answer phones in a way that is consistent with our standards of customer service, using a friendly and cheerful voice.
- Develop a sharp sense of product knowledge using assigned materials and training sessions to be able to satisfactorily answer customer's questions—be a bread expert!
- Take special orders properly. Organize orders so that production staff can fill every order on its due date.
- Clean the store using checklists.
- Make every effort to offer our customers service above and beyond the call of duty—before we open, after we close, help to car, deliver if possible, etc.—to establish our store as excellent in customer service.
- Help out in any assigned "Winning Hearts" projects or events.
- Follow all company policies and procedures.
- Perform 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).

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.

GENERAL CHARACTERISTICS:

1. Must be at least 16 years of age and have a phone.
2. Must be dependable and work all schedules shifts.
3. Must exhibit high standards of personal cleanliness and adhere to the dress code.
4. Must be able to perform physically strenuous tasks throughout the production shift, with or without accommodation. Must be able to smile all day, every day and enjoy it!
5. Must be able to remain standing throughout their entire shift with or without accommodation
6. Be on time; maintain a positive attitude (must be a positive impact on bakery atmosphere and morale); maintain positive working relationship with owner, manager, and fellow crewmembers; hustle at all times... moving quickly yet neatly.

EXPERIENCE:

Stable work history required. Bakery/restaurant experience not necessary; position will receive on-the-job training.