



JOB TITLE: BAKEHOUSE SUPERVISOR

REPORTS TO: DELI MANAGER

SUPERVISES: BAKEHOUSE EMPLOYEES

Revision Date: 09/2024

JOB FUNCTION: To provide a wide variety of prepared breads and baked goods appealing to an ever-expanding population and supervise department staff to meet objectives for sales, margin, labor and customer service.

DUTIES AND RESPONSIBILITIES:

BAKEHOUSE OPERATIONS

- Review sales, payroll and margin reports, to ensure goals are met.
- Supervise staff in purchasing, food preparation and baking, and quality control.
- Evaluate and develop recipes based on sales goals, ease of preparation, price, shelf life, variety.
- Develop and maintain production schedules.
- Maintain sanitary operations meeting Health Department standards. Ensure staff training in sanitation.
- Purchase equipment and small wares.
- Ensure that department equipment is in good working order. Research and recommend major equipment
- Repair/replacement.
- Conduct quarterly inventory counts.
- Maintain accurate up-to-date records of demo expenses, product losses.
- Ensure proper storage and labeling procedures.
- Plan and set standards for attractive displays and signage.
- Ensure accurate, up-to-date price labeling of bakehouse items in scales, scanning system, on signs and product.
- Set up systems for communicating product information: ingredient lists and informative literature. Ensure staff is educated about products and ingredients.
- Set standards for customer service in sales, special orders, and customer questions.
- Organize regular bakehouse promotions. Coordinate promotions with other departments.
- Conduct regular price comparisons of area stores.

PERSONNEL

- Ensure on-the-job training, conduct performance evaluations, and take disciplinary action as needed following established policies set by the Deli Manager.
- Oversee scheduling of staff hours, stay within payroll allocation and maintain appropriate level of staff during business hours.
- Attend all required meetings and huddles.
- Perform other tasks assigned by the Deli Manager.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc.)

QUALIFICATIONS

- Experience running restaurant, food service, catering or bakery.
- Familiarity with natural foods.
- Experience serving the public.
- Ability to project a friendly, outgoing personality.
- Communications skills--good listener, clear instructions.
- Demonstrated ability to handle multiple demands.
- Supervisory experience--hiring, training, evaluating, directing.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with members, customers, managers, staff, vendors, and officials
- Ability to read, count and write to accurately complete all documentation.
- Ability to do math computations to figure prices, discounts, wages/labor costs and schedules, including addition, subtraction, division, fractions, decimals and percentages, and date/time calculations.
- Ability to freely access all areas of the store including offices, selling floor, registers, stock areas, kitchen, and walk-in coolers and freezers.
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds.
- Ability to lift up to approximately 50 pounds occasionally.
- Ability to perform the following movements – used in cooking, customer service and department maintenance – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to sit for up to several hours at a time.
- Ability to operate office equipment including 10 key calculator, telephone, fax machine, computer and printer.
- Ability to work varied hours and days.
- Willingness to move between all store locations if needed.
- Ability to maintain calm when adversity is encountered.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.