

Salary:

\$17/hr. + tips which average an additional \$5-\$7/hr.

Schedule:

5 workdays a week – Open Availability Needed

About Elephants

A locally owned company since 1979, Elephants Delicatessen pioneered the gourmet food industry in the Pacific Northwest and now has six Portland-metro area retail locations and a busy catering company, all serving great local foods prepared from scratch. A certified B Corporation, Elephants Delicatessen prides itself on sustainable practices and voluntarily meets a higher standard of transparency and accountability, using the power of business as a force for good.

About the job

Do you love meeting people from all over the world? Our PDX location offers a fast-paced and friendly cafe experience, for travelers and airport regulars alike, in one of the best airports in the country. Our PDX store offers weekly specials along with classic and grilled sandwiches, soups, and deli salads. Elephants now has two locations in the airport: A counter-service location upstairs on the south side of ticketing, as well as a grab-and-go location downstairs by baggage claim. We are looking for a new Shift Supervise to add to our amazing team.

The Shift Supervisor is mainly responsible for exceptional customer service, safely handling food and sharing our high-quality standards. You'll need to be a great multi-tasker- able to whip up a latte while keeping an eye on the break schedule. You'll also be opening or closing out the tills and making sure the store is secure. You will also act as the Manager on Duty, should any concerns arise that require Manager attention. You will need to be able to problem-solve under pressure and focused on coaching in a constructive and positive way. Our ideal candidate will have a year of Leadership experience in retail or food service.

**** Must pass an extensive TSA background check**

As a Shift supervisor, you'll be expected to:

- Represents Elephants as acting Manager on Duty for all professional visits (OLCC, Health Department, and vendors) and customer interactions.
- Engage in active selling- set an example/ model good behavior.
- Present a positive personal and company image, friendly body language and a professional appearance.
- Communicate customer feedback to appropriate staff.

- Balance all registers accurately, prepare deposits and make change orders, and secure store and safe.
- Follow through all opening/closing procedures.
- Help train all cashiers.

Ideal candidate will have:

- Flexibility- ability to be adaptable to rush orders, last minute changes, etc.
- Easy-going attitude- assist where needed, anticipating needs and jumping in to get a job done
- Reliable transportation
- Must speak, read, write and understand English without assistance, in order to communicate with customers and co-workers.
- Ability to pass an extensive TSA background check
- Ability to stand for several hours, bend, twist, stoop, lift up to 30 lbs. without assistance (with reasonable accommodation)

Elephants Delicatessen is committed to fostering, cultivating, and preserving a culture of diversity and inclusion.

What we offer

- Paid vacation and sick time
- Kaiser Medical coverage with alternative care as a bonus (acupuncture, chiropractic, massage therapy, etc.)
- Dental, FSA (Flexible Spending Accounts), and 401k with a 4% company match*
- Training that will fast track your culinary/hospitality career
- Tuition Reimbursements for up to \$10,000 and up to a 4% match* on student loan repayments
- Free counselling and financial services
- Opportunities for advancement
- Discounts on our delicious made-from-scratch food
- Pet insurance
- Chance to win employee raffles