

## **PDX Market Service Associate**

The PDX Market Service Associate contributes to the successful day-to-day operations with world-class guest experience and providing a safe and respectful environment for guests and employees alike. This position connects the Tillamook brand and guests together through outstanding customer service, knowledge of all food and beverage products, completing sales transactions, and preparing high quality food. The PDX Market Service Associate will report directly to the PDX Market Management Team. This position is responsible for food service stations, maintaining store and kitchen cleanliness, proper cash handling procedures, stocking, adhering to all food and sanitary guidelines, as well as all other responsibilities directed by the management team.

### **Requirements**

- 2-3 years line cook or prep cook experience in café, QSR and/or full-service restaurant
- 2-3 years front of house experience in café, retail, and/or restaurant
- Possess the ability to read, write, and interpret instructional documents such as reports and procedure manuals. Excellent written and verbal communication skills
- Demonstrated intermediate computer literacy knowledge and familiarity with POS systems
- Must be able to pass 10-year background check for airport security clearance
- Must be able to acquire SIDA Badge for Port of Portland/PDX Airport
- High School Diploma or GED; 4 year degree from an accredited post-secondary school preferred
- Food Handler's Card certification
- ServSafe Certification preferred
- Alcohol Servers Permit preferred
- Open and flexible availability
- Physical requirements: Long periods of standing, walking, and lifting 25#

### **Essential Functions**

- Greet all guests that enter the store. Create a genuine guest experience through a high level of attention and service. Possess strong customer service skills.
- Serve customers by taking orders and/or completing transactions on POS system while projecting a pleasant and professional manner.
- Work with team to provide the highest level of hospitality.
- Assist customers on the market floor by locating product/merchandise and actively suggestive selling.
- Prepare all food orders quickly, correctly and with the highest quality. Operate and maintain grills, fryers, and assorted appliances and kitchen equipment.
- Prepare food for service. Prep, date, rotate, and check temperatures of product.
- Support the team with prep, set up, stocking and any other tasks needed in preparing customer's orders and/or grab-n-go's.
- Appropriately stock all inventory for business needs. Restock items as needed throughout the shift.
- Label and stock daily/weekly orders from food service vendors.
- Stock set-up areas behind counters daily and replenish supplies as needed.

- Stock and fill shelves with merchandise, including beverages, confections, cheese, souvenirs, and gift items.
- Assist with the cleaning and organization of kitchen equipment.
- Help keep walk-in refrigerator, freezer, and supply area neat, clean, and organized.
- Keep and maintain a sanitary work area free of clutter and debris
- Record temperatures of all refrigeration and freezer equipment routinely. Notify supervisor immediately if temperatures are not in correct range.
- Complete opening and closing procedures.
- Establish and maintain effective relationships with employees, supervisors, guests, and airport personnel.
- Demonstrate excellent time-management skills with the ability to work independently with little supervision.
- Act as a team player and be able to interact with staff at all levels of the company.
- Maintain up-to-date knowledge on all menu items and products to answer customer questions, provide information, and resolve all inquiries.
- Scoop and serve ice cream following portion and quality standards.
- Maintain knowledge of current market promotions, trends, and store inventory.
- Uphold the integrity of the foodservice guidelines with brand standards, techniques, and adhering to local and state law.