



Pastry First Counterperson

Job Description

Company: J.A.V. Food Corp d/b/a Agata & Valentina

Location: New York, NY 10075

Job Type: Full-Time, In-Person

Compensation: From \$18.00/hr

Reports To: Pastry Department Manager

Position Summary

Our Specialty Food Retailer is seeking a dedicated and detailed-oriented Pastry First Counterperson. The ideal candidate would be a high performing, customer service associate with identified leadership qualities and the ability to train associates. This position also requires an individual with strong product knowledge, knowledge of procedures in the Pastry Department and throughout the store, and excellent attendance.

Essential Duties and Responsibilities

- Assist with staff training in all areas emphasizing the merchandising of all products.
- Be aware of product quality and condition and be able to recognize and correct problems that might arise i.e. long-term inventory items, spoilage etc.
- Make sure that products are being properly priced and always have signage or price tag indicating price. Also, ensure that signage and/or tags are always straight and visible for customers.
- Make recommendations to DM or ADM regarding staffing and scheduling.
- Responsible for ensuring that all associates in department are in full uniform before beginning shift.
- Handle customer complaints to the best of ability and inform manager of the outcome
- Assist Pastry Department Manager
 - Product rotation and product quality
 - Proper product presentation
 - Product inventory (if applicable)
- Work on holidays when store is open and extended hours when needed i.e. holiday seasons, special events.
- Perform other duties and assignments as delegated by your supervisor.



- Must provide excellent customer service regardless of position by acknowledging customers looking for service. All employees must ensure that the customer gets what they are searching for by attending to customers themselves or ensuring the customer is attended to by an associate that can assist them.

Knowledge, Skills, and Competencies

- Previous customer service experience
- Previous experience in department
- Timeliness and attention to detail

Qualifications and Experience

- Minimum of 3 years with relevant experience
- Previous supervisory or management experience
- Training experience preferred

Physical Requirements

The position requires standing and walking for extended periods, regular interaction with customers and staff, and the ability to lift a minimum of 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Benefits

- Comprehensive health, dental, and vision insurance
- 401(k) with employer match
- Paid time off, including vacation, sick leave, and holidays
- Employee discounts

Equal Opportunity Statement

Agata & Valentina is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected status.

If you are interested in this opportunity, please email your resume and a brief introduction to careers@agatavalentina.com