



Job Description – Production Baker

Job Title

Production Baker

Supervisor Title

Head Baker

Direct Report(s)

None

Terms

- Permanent, Full-time (Weekends required)
- 3:00a.m. start time certain days

About True Grain

At True Grain Bread, we provide an unparalleled bread and bakery experience, and are the benchmark for sustainability.

We let our Company Values guide our decision-making and way of working:

Integrity - We value honesty and integrity at all levels, with customers, suppliers and co-workers.

Authenticity - We do not cut corners. We are genuine in our dealings and in our sourcing.

Mindfulness - We are conscious of nature, sustainability, and conservation as well as our interaction with customers, co-workers and community.

Balance - We work hard and play hard. We make decisions with a high quality of life quotient.

Confidence – We value quiet confidence, in sense of purpose, passion, pride and winning attitude. We are the best. We hire the best. We expect the best.

Purpose of the Position

The Production Baker can run a full day's production from start (mixing) to finish (baking). Directly reporting to the Head Baker, the Production Baker fulfills the daily production requirements that have been identified. When not operating the ovens, the Production Baker works closely with the Assistant Baker to ensure quality is being met. This position requires a reliable individual who has strong interpersonal skills, is flexible, and has a strong work ethic. This individual should be working towards their Red Seal Certification.

Essential Duties & Responsibilities**Craft Proficiency**

- Produce the highest quality of all baked goods, consistently. This includes 'quality control' and rejecting any products that are not up to par, and working constructively with the other bakers to correct any deficiencies.
- Foster a culture of, and accept only excellence and pride in, producing the finest organic handcrafted breads and other baked goods
- Demonstrate understanding of the production process from mixing, resting of dough, rounding and impacts on bread quality, look and flavour.
- Run a full production day from mixing to forming to baking, and do so hitting key timelines.
- Troubleshoot any areas where product is not meeting our stringent specifications of quality

- Order ingredients as per the direction of Head Baker to maintain a 100% in stock position, and no excessive on hand inventory
- Challenge the Head Baker and Management to seek out increased usage of organic, fresh, seasonal and local ingredients

Customer Service

- Fill in when short-staffed and working long days if necessary to make sure that our production requirements are always met.

Supervisory

- Work with the Assistant Bakers to coach them and monitor their work, including respectfully providing feedback and guidance. When appropriate, raise concerns with the Head Baker

Health & Safety

- Maintain the cleanest production area possible, and contribute to a culture of cleanliness of production areas, ovens, person, and equipment
- Maintain an organized and efficient bakery.
- Suggest improvements to Head Baker or Management regarding product ideas, ways to be more effective, efficient, clean, organized and presentable
- Maintain all equipment in good repair and having all the necessary implements and tools necessary for an efficient operation

Key Competencies associated with this Position

1. MANAGEMENT LEVEL COMPETENCIES

- ***Developing and Mentoring***
 - Promoting training of Assistant Baker
 - Supporting learning of incoming employees (Assistant Bakers)
- ***Clarifying Roles and Objectives***
 - Explaining job duties, responsibilities and priorities to Assistant Baker in coordination with the Head Baker
 - Instructing and providing timely feedback to Assistant Baker in coordination with Head Baker

2. TECHNICAL COMPETENCIES – BAKING

- ***Service Quality – Effectively meeting internal/external customer needs and expectations.***
 - Communicate effectively with Front End staff
 - Customer service skills
 - Managing customer complaints
 - Product knowledge
- ***Product Quality & Cost Control - Providing the highest quality products and services while controlling costs.***
 - Recognize the importance of product quality to the bakery.
 - Understand the importance of using standardized recipes as they relate to product quality, portion control, and cost control.
 - Use food production and quality control tools, such as checklists, production sheets, etc.
 - Recognize importance of cost control to the bakery.
 - Understand the importance of portion size to cost control.
 - Understand the importance of controlling waste and theft as they relate to cost control.

- Exhibit a basic understanding of the concept of profitability and the necessary conditions to achieve it.
- **Food Safety/Sanitation** - *Displaying knowledge of the critical importance of food safety and the necessary steps to ensure food safety in bakery*
 - FoodSafe Level 1
 - Recognize the importance of good personal hygiene, and demonstrate behaviours associated with it such as handwashing, reportable illnesses, etc.
 - Demonstrate correct cleaning and sanitizing, including how, where, and when it should be done.
 - Correctly use sanitation checklists and schedules
 - Demonstrate knowledge of the Food Safety plan.
- **Product Knowledge & Production Methods** - *Exhibit thorough knowledge of bakery product offerings and preparation methods*
 - Understanding of daily production schedule and timing
 - Ability to prep for production by following standardized recipes
 - Follow production protocols to ensure quality product is delivered.
 - Knowledge of the stations and roles in the bakery.
 - Accurate ingredient measuring
 - Accurate scaling of doughs
 - Clear understanding of overall process of measuring, mixing, resting, scaling, forming, baking.
 - Understand how production process impacts product quality, look, and flavour
 - Ability to run full production from mixing to baking within expected timelines
- **Bakery Equipment Knowledge** – *Safe use of the equipment for bakery production*
 - Understand the equipment needed for receiving and storing food and supplies.
 - Demonstrate the safe and correct use of mixing equipment.
 - Demonstrate the safe and correct use of scaling equipment.
 - Demonstrate the safe and correct use of bun divider.
 - Demonstrate the safe and correct use of sheeter.
 - Demonstrate the safe and correct use of proofer.
 - Demonstrate the safe and correct use of bread peel.
 - Demonstrate the safe and correct use of ovens.
- **Inventory Control**
 - Demonstrate correct storage for dry, refrigerated, and frozen goods.
 - Follow receiving protocols to ensure quality product is delivered.
 - First in/First Out
- **Product Development**
 - Provide input to Head Baker for developing new recipes

3. WORKPLACE EFFECTIVENESS COMPETENCIES

- **Teamwork** – *Working cooperatively with others to complete work assignments.*
 - Identifying team membership and role
 - Establishing productive relationships
 - Meeting team objectives
 - Resolving conflicts
- **Customer Focus** – *Efficiently and effectively addressing the needs of internal/external customers.*
 - Understanding customer needs

- Providing personalized service
- Acting professionally
- Keeping customers informed
- **Planning and Organizing** – *Planning and prioritizing work to manage time effectively and accomplish assigned tasks.*
 - Planning
 - Prioritizing
 - Managing projects
- **Creative Thinking** – *Generating innovative and creative solutions.*
 - Employing unique analyses
 - Generating innovative solutions
 - Seeing the big picture
- **Problem Solving and Decision-Making** – *Generating, evaluating, and implementing solutions to problems.*
 - Identifying the problem
 - Locating, gathering, and organizing relevant information
 - Generating alternatives
 - Choosing a solution
 - Implementing the solution
- **Working with Tools and Technology** – *Selecting, using, and maintaining tools and technology, including adaptive tools and technology, to facilitate work activity (with accommodation when necessary).*
 - Using tools
 - Selecting tools
 - Keeping current on tools and technology
 - Troubleshooting and maintenance
- **Checking, Examining, and Recording** – *Entering, transcribing, recording, storing, or maintaining information in written or electronic/digital format, including adaptive devices and software.*
 - Detecting errors
 - Completing forms
 - Obtaining information
 - Maintaining logs, records, and files
- **Sustainable Practices** – *Meeting the needs of the present without compromising the ability of future generations to meet their own needs.*
 - Minimizing environmental impact
 - Complying with standards, laws, and regulations
- **Health and Safety** – *Complying with procedures for a safe and healthy work environment.*
 - Maintaining a safe environment
 - Safeguarding one's person

4. PERSONAL EFFECTIVENESS COMPETENCIES

- **Interpersonal Skills** – *Displaying the skills to work effectively with others from diverse backgrounds.*
 - Demonstrating sensitivity/empathy
 - Demonstrating insight into behaviour
 - Maintaining open relationships

- Respecting diversity
- **Integrity** – *Displaying strong moral principles and work ethic.*
 - Behaving ethically
 - Acting fairly
 - Taking responsibility
- **Professionalism** – *Maintaining a professional presence.*
 - Demonstrating self-control
 - Professional appearance
 - Social responsibility
 - Maintaining a positive attitude
- **Dependability and Reliability** – *Displaying responsible behaviours at work.*
 - Fulfilling obligations
 - Attendance and punctuality
 - Attending to details
 - Following directions
- **Adaptability and Flexibility** – *Displaying the capability to adapt to new, different or changing requirements.*
 - Entertaining new ideas
 - Dealing with change

Educational and Work Experience Requirements

- Baker Red Seal Certificate or equivalent experience and / or in progress
- Foodsafe (BC Specific one day food handling and safety course)
- 2-3 years craft bread baking experience
- Experience with natural fermentation and sourdoughs from scratch and fundamental understanding of mixing, proofing bread properly and handcrafting bread and baguettes
- Experience in working with organic ingredients
- Experience with deck oven loading and unloading with a peel

Physical Demands

- Routinely lift in excess of 20kg (50lb)

Compensation

- Hourly wage of \$15-\$18, commensurate with experience
- 4% vacation accrual