Sweláps Market

# POSITION DESCRIPTION

Reviewed and/or Revised 12-Oct -2023

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| **POSITION TITLE:** | Meat Cutter | **POSITION NUMBER(S):** | |
| **DEPARTMENT:** | Meat | **GRADE:** | 3 |
| **SUPERVISOR'S TITLE:** | Department Manager | **POSITION NUMBER:** | |

## JOB OVERVIEW

The Meat Cutter plays a critical role in the efficient operation of the store and its performance. As a primary contact and team leader, they model exemplary conduct and actively contribute to an environment of employee and customer engagement. Working closely with the Department Manager, they uphold the Store's vision and ensure all objectives and goals are met or exceeded. They are responsible for the safe, efficient, and fiscally responsible operation of the Department under the supervision of the Department Manager. They perform various duties personally or through supervision of Department employees and work collaboratively with the management team.

Responsibilities include and are not limited to the following:

- Support Department Manager hire, train, supervise, and co-ordinate department and store staff
- Provide customer service and prepare merchandise for purchase at self-serve or according to customers' orders
- Support Department Manager to resolve problems that arise, such as customer complaints and supply shortages
- Support Department Manager to prepare reports regarding sales volumes, merchandising and personnel matters
- Prepare special displays and order merchandise
- Support Department Manager to manage inventory, product line, and freshness of products according to company and customer requirements
- Ensure food storage conditions are adequate

## QUALIFICATIONS (SELECTION CRITERIA)

Required:

- ITA Meat Cutter Trades Certification (in progress)
- 1+ years meat department experience
- See "nature and scope"

Preferred:

- 1+ years supervision and management experience
- Strong planning, organizing, controlling, and administration skills.
- Strong written, oral, and interpersonal communication skills.
- Demonstrated teamwork, leadership, and customer service skills.
- Sharp attention to detail and ability to handle multiple demands and work under pressure.
- Ability to interact effectively with a variety of cultural groups
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace

## KEY RESPONSIBILITIES AND DUTIES

Financial Accountability

- Assist Department Manager to communicate and monitor budget expectations with appropriate staff.
- Understand and utilize financial tools to support the store. Communicate sales goals, department performance and sales opportunities with staff to ensure positive results.

- Support Department Manager to forecast, schedule, and monitor all labour and other controllable expenditures within the budget. Accept responsibility for department gross margins, sales ratios, and all operating costs including labour. Support Department Manager to ensure efficient operations and initiate immediate remedial action where necessary.
- Ensure cash controls and procedures are set, followed, and verify daily sales.

Inventory and Price Control

- Support Department Manager to implement and maintain effective inventory control methods. Determine when to make order adjustments because of low stock level or excessive inventory. Provides guidance and assistance for ordering, deliveries, backroom storage, etc.
- Determine that all products are properly displayed, and items meet required quality standards. Observes and inspects all shelves and displays for mismarking's, illegible markings, unmarked items, out of stock conditions, facing, improper shelf space allocation, etc.
- Educate employees on proper dating procedures. Reviews "First in and First Out" (FIFO) rotation rules.
- Unloads, sorts, verifies, and removes merchandise from orders, ensuring that invoices match the goods delivered and that any claims made for missing or damaged goods are recorded and noted according to the suppliers claim procedures.

Merchandising and Marketing:

- Develop and maintain a store that is well merchandised and meets budgetary goals and customer service objectives.
- Support Management Team to develop and implement strategies to maximize local involvement, expand markets, and to increase sales. This will include implementing merchandising promotions, product placement and appearance, and coordinating special / seasonal displays.
- Monitor display accuracy and appearance to implement promotions.
- Ensure products are properly displayed and ordered in a manner to maintain in-stock conditions.

Safety, Security, Maintenance, and Sanitization:

- Ensure that all health, safety, and security regulations are adhered to and required standards are met.
- Ensure regular inspection of equipment and that all equipment maintenance is performed. Order or delegate repairs on malfunctioning equipment.
- Train staff on procedures for unauthorized removal of merchandise and/or pilferage and to observe proper security measures.
- Identify and correct any unsafe or unsanitary conditions; and instruct employees to properly use store equipment. Monitor compliance with standard operating procedures and safe work practices.
- Develop and assign specific sanitation routines and inspections. Follow up to ensure any noted deficiencies have been corrected.

Human Resources:

- Communicates with General Manager and Department Manager on Human Resource related matters.
- Support Department Manager to determine hiring needs of store, interview, and hire potential new employees. Lead new employee orientation process and implement related procedures.
- Support Department Manager to set performance expectations and goals for employees. Provide specific feedback to employees on job performance including training needs and overall potential.
- Provide a model of supportive leadership promoting the concepts of teambuilding and empowerment.

Customer Service:

- Evaluate and identify customer service needs and support Department Manager to develop necessary training to ensure the Store provides outstanding customer service. Ensure adequate staff coverage.
- Model exemplary conduct and monitor employees on delivering excellent service attributes.
- Ensure all customer complaints are addressed and handled professionally.

General:

- Support the General Manager to achieve the store's organizational goals, performance objectives, and guidelines that are based on store and corporation policies.

- Collaboratively establish, maintain, and continuously review best practices based on store procedures and policies.
- Demonstrate, adhere to, and implement all Store policies and procedures.
- Participate positively and productively as a member of the Store's staff team. Attend all scheduled staff meetings and perform other duties as assigned.
- Represent the Store positively and professionally in the community.

**FINANCIAL RESPONSIBILITY**

**SUPERVISION OR TRAINING DUTIES**

**NATURE AND SCOPE (WORKING CONDITIONS)**

NATURE AND SCOPE:

The nature and scope of positions may include some or all the following:

- Ability to lift 10 pounds and, at times, up to 30 pounds.
- In an 8-hour workday: standing/walking 6-8 hours.
- Ability to work a flexible schedule and overtime as required including nights, weekends, and holidays.
- Hand use: single grasping, fine manipulation, pushing and pulling.
- Work requires the following motions: bending, twisting, squatting, and reaching.
- Exposure to Health Canada approved cleaning chemicals.
- Exposure to temperatures: <0 degrees Celsius (freezing), 0 to 4 degrees Celsius (refrigerators), >32 degrees Celsius.
- Ability to work in a wet and cold environment.
- Ability to use tools and equipment.

Prior to starting employment, a Criminal Record Check may be required. Should the results of such inquiries indicate there is a criminal record, which is relevant to the position applied for, a review must take place with respect to the applicant's suitability for appointment.

The position may require the ability to successfully maintain valid certification in assigned training such as and not limited to OFA Level 1, Food Safe Level 1, Food Safe Level 2, and WHMIS.

**AUTHORIZATION**

I confirm that:

1. the accountabilities/deliverables were assigned to this position effective:
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

| NAME: | SIGNATURE: | DATE: |
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