

POSITION TITLE:	Meat Department Clerk	POSITION NUMBER(S):	
DEPARTMENT:	Meat	GRADE:	1
SUPERVISOR'S TITLE:	Department Manager or Delegate	POSITION NUMBER:	

JOB OVERVIEW

As a direct point of contact with customers, the Clerk plays an important role in developing customer loyalty and leaving a long-lasting positive impression. In addition to preparing products and merchandise, the Clerk provides friendly, courteous, and helpful customer service and works to resolve any issues promptly and professionally. The Clerk must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Prepare and merchandize product (e.g., cut, slice, wrap, weigh, and price).
- Fill orders for customers or for shipment or delivery to customers
- Unpack products received by store and count, weigh, or sort items
- Use equipment to record incoming stock, verify pricing and maintain computerized stock inventory
- Stock shelves and display areas and keep stock clean and in order
- Direct customers to location of articles sought and/or obtain articles for customers
- Clean and maintain equipment. Sweep aisles, dust display racks and perform other general cleaning duties

QUALIFICATIONS (SELECTION CRITERIA)

Required:

- Some High School, General Education Development, or equivalent
- Basic math and outstanding interpersonal and communication skills
- See "nature and scope"

Preferred:

- Prior retail and/or experience in meat department
- Ability to handle multiple demands, stay focused during repetitive tasks, and work under pressure.
- Ability to learn quickly and work in a safe, responsible manner independently.
- Friendly and engaging personality. High levels of patience and tact to deal with angry customers or difficult situations.
- Strong listening skills to receive and understand direction from supervisors and when interacting with customers.
- Ability to work as part of a team

KEY RESPONSIBILITIES AND DUTIES

Customer Service:

- Greet customers, modeling exemplary conduct as they enter and as they leave. Ensure customer satisfaction and customer loyalty.
- Assist customers by making available information on products and services and their benefits.
- Ensure all customer complaints are addressed and handled professionally and communicated with the Manager.
- Use courteous and professional phone etiquette when answering phones or paging departments.

Safety, Maintenance, and Sanitization:

- Understand and adhere to all health, safety, and sanitation guidelines and regulations.
- Responsible for maintenance, cleanliness, safety, and sanitation of equipment as per established procedures.
- Inform Manager of any problems with equipment and recommend general maintenance repairs.

- Sanitize department/cashier station areas as per store procedures and remove garbage.
- Ensure that the area is clean and in order and that all floor areas are free of debris or products which could cause an individual to slip or fall.
- Ensure the practice of safety regulations by staff members and customers and promote the elimination of hazardous conditions.
- Practice and follow store policy on personal grooming and hygienic standards.

Inventory/Price Control:

- Support with development and direction of strategies to improve product placement and appearance.
- Monitor display accuracy and appearance to implement promotions including Weekly Flyers, Seasonal Ads and other special promotions.
- Ensure products are properly displayed, priced, and ordered in a manner to maintain in-stock conditions.
- Unload, sort, verify and remove merchandise from orders.
- Stock shelves and displays with product neatly.
- Responsible for the taking of accurate inventories, as directed, complying with proper procedures.
- Observes and inspects all shelves and displays for mismarking's, illegible markings, unmarked items, out of stock conditions, facing, improper shelf space allocation, out of date, etc.
- Advise General Manager of special orders or out of stock merchandise requested by customers.
- Responsible for proper dating procedures. Reviews "First in and First Out" (FIFO) rotation rules.

General:

- Support the General Manager to achieve business goals, performance objectives, and guidelines that are based on Store and corporate policies.
- Collaboratively establish, maintain, and continuously review best practices based on store procedures and policies.
- Demonstrate, adhere to, and implement Store policy 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)

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 will 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 will require the ability to successfully maintain valid certification in assigned training such as and not limited to OFA Level 1, Food Safe Level 1, 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: