



JOB TITLE: MEAT AND SEAFOOD DEPARTMENT LEAD

REPORTS TO: MEAT DEPARTMENT MANAGER

SUPERVISES: MEAT STAFF

Revision Date: 7/2017

JOB FUNCTION: To ensure the smooth operation of the meat and seafood department in the absence of the department manager, while providing prompt, friendly, and courteous customer service, to meet all department objectives.

DUTIES AND RESPONSIBILITIES:

SUPERVISION & LEADERSHIP

- Ensure a high level of customer service and smooth operations in the absence of the department manager.
- Model cooperative and constructive behavior and excellent customer service.
- Communicate with staff on duty about tasks to be completed, i.e.; out of stock items and other useful information.
- Ensure effective communication across the meat department
- Lead the Meat Team in solving problems and assisting customers with questions.
- Resolve customer and staffing issues as necessary in the absence of the department manager, involving the manager on duty when appropriate.
- Familiarity with co-op policies, membership, programs and products in order to answer customer questions.
- Keep the department manager up-to-date with important information.
- Ensure meat staff follow proper procedures and protocols

MERCHANDISING

- Wrap and label product following established procedure.
- Ensure products are labeled and signed accurately and appropriately
- Display meat and seafood to give impression of abundance and quality.
- Maintain proper storage conditions for correct temperatures and to avoid cross-contamination.
- Plan attractive meat and seafood displays.
- Assist customers with product questions and special orders; offer samples and suggestions for purchase and preparation in a friendly, courteous manner.

CUSTOMER SERVICE

- Assist customers in a prompt, friendly, and courteous manner.
- Answer customer questions regarding products; offer suggestions for purchases product preparation.
- Answer the phone promptly and handle phone calls in a professional manner.
- Help customers place special orders.
- Cut portions, package, label, and price product.

ORDERING AND RECEIVING

- Follow product guidelines as established by department manager.
- Coordinate returns and credit from suppliers where applicable.

- Review invoices for accuracy, and promptly forward to accounts payable for payment; invoices must be uncontaminated by product when received by accounts payable – substitute copies where necessary.
- Check deliveries carefully against invoice for damage, quality and accuracy.
- Receive and rotate deliveries into storage.

CLEANING, SANITATION, AND SAFETY

- Maintain meat and seafood displays, freezer, prep and storage areas in clean, orderly condition, meeting established safety and sanitation guidelines.
- Scrub and rinse blocks, floors, walls, and cases following established procedure.
- Work in safe manner, following job safety procedures; follow all appropriate food safety guidelines.
- Take out trash; recycle cardboard.
- Follow established procedure for disposing of un-salable product.
- Assist the Department Manager in ensuring that all DOH regulations are met or exceeded.
- Lead staff to execute operations safely at all times following all safety procedures, emphasizing safe body mechanics in a fast paced environment.
- Be proactive in reducing work related injuries by recognizing and solving potentially hazardous situations and bring concerns to the attention to the appropriate manager.
- Assist department in completion of safety trainings

MAINTENANCE

- Maintain department equipment in working order.
- Advise department manager of needed equipment repair or replacement.

MISCELLANEOUS

- Participate in regular inventories as needed.
- Attend all required Lakewinds training classes and department meetings.
- Perform other job-related tasks as assigned by department manager.

QUALIFICATIONS:

- Excellent customer service skills.
- Minimum three years full time experience in a retail produce setting preferably in a cooperative.
- Demonstrated leadership skills and presence.
- Ability to project a friendly, outgoing image.
- Ability to positively contribute to and develop team goals
- Knowledge of various cuts and grades of beef, pork, chicken and seafood.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with vendors, brokers, coworkers and customers.
- Ability to read, count and write to complete all documentation accurately.
- Ability to do math computations to figure prices, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to work in a wet environment (floor) for up to several hours at a time.
- Ability to move, lift or handle merchandise throughout the store generally weighing up to 50 pounds repeatedly and 80 pounds occasionally
- Ability to work in temperatures below 40° for up to several hours at a time, and below 10° for more than ½ hours at a time
- Ability to walk and stand throughout shift

- Ability to perform the following movements – used in cutting, stocking, cleaning and customer service – repeatedly and for sustained periods of time: bending, stooping, and reaching
- Ability to operate knives and saws, for meat cutting
- Ability to operate slicers, saw, grinder, sausage machine, packaging equipment, scale, and other related equipment
- Ability to move arms in repetitive manner for sustained periods
- Ability to work varied hours and days

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.