1. **Purpose of the position**

Our Butchers are responsible for the preparation of all meat products for sale. Provide exceptional service by providing requested cuts of meat and product knowledge to our customers. Coaching and training to develop the skills of apprentices and meat packing assistants.

1. **Responsibilities**

**Customer Service**

* Provide outstanding customer service to customers and ensure that the company is positively promoted.

**Team members**

* Train apprentices in the various tasks they are to undertake.
* Direct, monitor and review the work of team members during each shift, and leave instructions for the team members in the absence of the Meat Manager.
* Use and train others in the use of specialised meat room equipment.

**Ordering**

* In the absence of the Meat Manager, complete orders according to the order schedule and in accordance with current stock holdings.

**Stock Control & Merchandising**

* Undertake a weekly stock take in accordance with store procedures in the Meat Managers absence.
* Manage stock levels by not preparing products for sale that could not be reasonably sold.

**Safety**

* Adopt work practices that support Occupational Health and Safety and Environmental programs and take reasonable care for themself and other people’s health and safety in the workplace.
* Maintaining a hygienically clean and safe working environment by adhering to HACCP policies and procedures, monitoring of products and recording of results.
* Ensure equipment operates effectively and report any malfunctions to the Store Manager.

1. **Skills & proficiencies**

* Experienced and qualified butcher.
* Demonstrated capacity to consistently deliver a high level of customer service and develop and maintain on-going customer relationships.
* General computer skills and knowledge of Microsoft applications (work, excel, outlook, etc).
* Developed written and oral communication skills; and
* Ability to control stock.

1. **Reporting relationships**

Butchers report to the Meat Manager and Store Manager.

1. **The Klose’s Way**

Working within the Klose’s Way and ensuring it is at the forefront of what we do.

The “Klose’s Way” means we work together as a team, have high integrity, think innovatively, effectively lead our teams, and focus on our customers.

The three pillars of the Klose’s Way.

* **Custome**r - exceptional customer service, fresh products, quality, and great values
* **People** – the right people in our teams, the right roles, customer engagement, employing locals, training, and support.
* **Community** – supporting our communities local clubs and charities, use local suppliers and service provides where we can.

1. **Team member declaration**

The team member has read and understands the expectation and purpose of the position.

In conjunction with the positions description, contract and company policies will ensure to work within the company expectations/requirements.

**Team Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Team Member Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**