1. **Purpose of the position**

The Deli/Meat Coordinator is responsible for the total operations of the Deli and Meat Department and its team members which include training and skill development, performance management and rostering.

1. **Responsibilities**

**Customer Service**

* Provide outstanding customer service and ensure always, that the company is positively promoted.

**Team Members**

* Train new and existing team members in the various tasks they are to undertake.
* Direct, monitor and review the work of team members during each shift and leave instructions for team members in your absence.
* Address any team member issues during each shift and communicate to the Store Manager any unresolved issues.
* Undertake probation reviews for deli team members.
* Ensure deli team members adhere to the Klose’s company policies and procedures applicable to their employment.

**Stock Control & Merchandising**

* Complete orders according to the order schedule and in accordance with current stock holdings for the Deli and Meat Departments.
* Undertake a weekly stock-take in accordance with store procedures.
* Manage stock levels to ensure adequate stock for between orders.
* Manage stock to ensure that the dollar value in stock is appropriate and not excessive.
* Ensure stock is rotated and out-of-date stock is removed.
* Present, promote and merchandise stock to ensure maximum sales.

**Sales and Wages Control**

* Work in all areas to maximise sales.
* Manage wage spend in accordance with sales.

**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.
* Food handling of products from poultry, small goods, cheese, anti-pesto, seafood and prepared foods in a hygienic manner.
* Use specialised deli equipment: slicer, vacuum packing machine, chicken cooker, etc.
* Ensure equipment operates effectively and report any malfunctions to the Store Manager.

1. **Skills & proficiencies**

* Two to five years of hands-on deli/supermarket experience.
* Demonstrated experience in effective coaching, leading and motivating employees.
* Competent in the management of set budgets.
* Merchandising skills and ability to cross sell and value add.
* Demonstrated capacity to consistently deliver a high level of customer service and to develop and maintain on-going customer relationships.
* General computer skills and knowledge of Microsoft applications (Word, Excel, Outlook, etc).
* Knowledge of sales and wages control.
* Experience in following order schedules and stock control.
* Developed written and oral communication skills.

1. **Reporting relationships**

The Deli/Meat Coordinator reports to the Store Manager, Assistant Manager and Duty Manger. For support on fresh queries, they refer to the Fresh Foods 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**