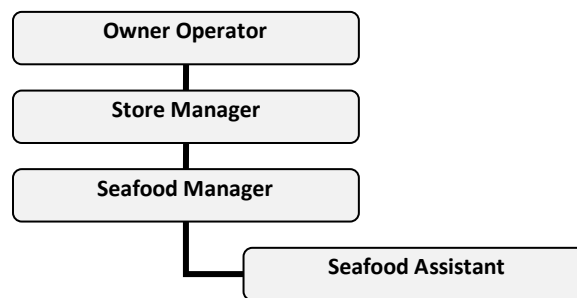




POSITION TITLE	Seafood Assistant
STORE	
DATE	
REPORTS TO	Seafood Manager
PURPOSE OF POSITION	The primary role of the Seafood Assistant is to pack, present and merchandise to ensure that a maximum range and sufficient quantity of fresh product is available for sale at the correct price at all times as well as ensuring the department is kept clean, tidy and attractively presented.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE**RELATIONSHIPS****INTERNAL**

- Owner Operator
- Department Manager
- Team members
- Other store staff

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES**OPERATIONAL**

- Complete the tasks of a Seafood Assistant, including (but not limited to):
 - Assisting in the loading and unloading of Seafood trucks / deliveries.
 - Ensuring that the mussel machine is kept clean at all times and all housekeeping duties are completed to ensure all customers have appropriate access to the case on an ongoing basis.
 - Ordering the seafood as required ensuring all paperwork is completed and checked off appropriately.
 - Ensuring the seafood cases, freezers and mussel bar (if appropriate) are appropriately stocked and relevant merchandising standards are maintained at all times.
 - Ensuring weekly specials are clearly identified.
 - Completing weekly stock-takes.
 - Assisting in other areas of the store as required.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning ensuring temperature checks are undertaken regularly.
- Complete the traceability forms as required.
- Assist in ensuring 100% price integrity in the department.

CULTURAL

- Contribute effectively as a team member.
- Live the store values.

PERSON SPECIFICATION

PEOPLE FOCUS

WORKING WITH PEOPLE

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

CUSTOMER FOCUS

MEETING CUSTOMER EXPECTATIONS

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business

ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

CO-OPERATIVE CULTURE

ADHERING TO PRINCIPLES AND VALUES

- Personally upholds ethics, Foodstuffs and store Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Unit standards 497, 167 & 168
- Food retail or fresh food experience
- Customer service experience.

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: