

Job Description – Service Deli Coordinator

Store: Four Square Fordlands, Rotorua

Reports to: Owner Operator

Date: [Insert Date]

Purpose of Position

To lead and innovate in the Service Deli department by creating high-quality, culturally relevant food offerings that reflect our Fordlands community. This role combines culinary creativity, operational discipline, and customer engagement. The Service Deli Coordinator will also support other store functions such as grocery replenishment, checkout service, and other duties as required to ensure smooth operations.

Key Relationships

Internal: Owner/Operator, Team Members

External: Customers, Foodstuffs Support Team

Key Responsibilities

Operational

- Develop and prepare a variety of deli items including hangi-style meals, café-style dishes, deep-fried foods, and platters.
- Create new menu ideas with accurate costings to maintain profitability and margins.
- Train and mentor team members on food preparation, presentation, and compliance standards.
- Assist with grocery replenishment, checkout duties, and other duties as required.
- Maintain store presentation and contribute to overall operational efficiency.
- Use basic social media skills to create posts promoting deli offerings and engaging the local community.

Compliance

- Maintain strict discipline around Food Safety, Health & Safety, and store compliance policies.
- Ensure adherence to HACCP and regulatory requirements at all times.
- Clean all areas of the kitchen/deli area on a regular basis ensuring appropriate food safety standards are met.
- Maintain and clean all equipment as appropriate.
- Ensure the front of house is kept clean and tidy at all times.

Customer Focus

- Deliver exceptional service in a customer-facing environment.
- Act as a central point of connection for the Fordlands community, reflecting local tastes and needs.
- Respond effectively to customer enquiries and complaints.

Competencies

- People Focus: Approachable, culturally sensitive, and able to foster team spirit.
- Customer Focus: Committed to high standards of service and continuous improvement.
- Adaptability: Flexible and resilient in changing circumstances.
- Leadership: Ability to train, motivate, and lead by example.
- Contribute effectively as a team member and live the store values.

Qualifications & Experience

Essential:

- Experience preparing traditional and modern foods (hangi, café-style meals, deep frying).
- Strong understanding of food safety and compliance requirements.
- Customer service experience in retail or hospitality.
- Physically fit and able to meet the demands of the role.

Desired:

- Food Safety certification.
- First Aid certificate.

- Previous supermarket or deli experience.
- Basic social media skills for marketing.

Hours & Flexibility

Part-time initially, with potential to move to full-time.

Morning shifts primarily, with flexibility for evenings and weekends as required.

Pay Rate

\$23.50 – \$25.00 per hour (depending on experience).

Benefits

- Flexible hours based on roster.
- Opportunity for growth and development.
- Be part of a store that is at the heart of the Fordlands community.

About Us

Four Square has been serving New Zealand communities for nearly 100 years. At Four Square Fordlands, we pride ourselves on delivering quality, service, and smiles every day. We're looking for someone who shares our passion for food, community, and customer care.