



JOB DESCRIPTION

(August 2017)

DEPARTMENT: Meat Department

POSITION TITLE: Meat Clerk (Full-Time)

LOCATION: Village Grocer (Markham, Ontario)

TITLE OF IMMEDIATE SUPERVISOR: Manager, Meat Department

Scope

The Meat Clerk works in the Village Grocer Meat Department and is responsible for serving customers in an attentive, friendly and efficient manner. You pride yourself on your people skills and enjoy interacting with the public. Your work ethic, organization and communication skills combined with your passion to provide customers with an excellent shopping experience makes you the perfect candidate for this position.

Role Requirements

- Available to work days/evenings and weekends as scheduled (extended hours on occasion)
- Maintains a high standard of personal hygiene & appearance
- Adheres to company dress code (uniform, hat/hairnet)
- Maintains a clean and safe work-space environment
- Endure medium to high levels of physical exertion (standing, bending, lifting, etc.)
- Equipment operation (weigh scales, meat slicers, pallet jack, loading dock, etc.)
- Strong oral & written communication skills with customers (in-person & telephone)
- Observes company code of conduct, policies and store rules
- Perform other duties and assignments as directed

Key Responsibilities

- Greeting customers in a cordial and friendly fashion
- Answering product related questions, taking orders, selecting, weighing, pricing and wrapping
- Serving customers with timely coordination and processing of orders
- Raw meat preparation, packing, storage and inventory replenishment
- Counter presentation & product merchandising
- Maintaining an organized, clean and safe working environment
- Adhering to and maintaining the Village Grocers high level of service excellence
- Adhere to all provincial health and civil code regulations
- Assist with meat deliveries (loading, unloading, auditing/signing for orders received)

Working Conditions

- Inside, cold (freezer)

Success Factors

- Communication Skills: Meat clerks often serve as our first line of contact with our valued customers. Key skills required include:
 - Speaking and engaging with customers in a calm, effective and friendly manner
 - Listening skills
 - Patience
- Basic Mathematics: Meat clerks are required to estimate prices and weigh product for customers
- Stamina: Meat clerks often stand for long periods of time and are required to lift medium to heavy objects
- Job Commitment: Punctual and able to work variable shifts as assigned by the department manager
- Role Engagement: Ability to work with a positive attitude and a high level of energy
- Responsibility Success: Effectively manage and complete all aspects of key responsibilities
- Collaborative Approach: Works well with others and enjoys being part of a team

About The Village Grocer:

The Village Grocer has been a purveyor of quality foods in the Markham community for over 30 years. Started in 1986 by Evan & Cathy MacDonald, the company's focus is to provide customers with wholesome & quality foods together with a high level of personalized service. The Village Grocer experience includes a full range of unique, every day and gourmet food offerings in a friendly retail-shopping environment that exudes discovery for the shopper. Under the banner "Great People, Quality Food" the Village Grocer provides consumers with quality food options beyond conventional food retailers.

The Village Grocer is committed to equality of opportunity in all aspects of employment. It is the policy of The Village Grocer to provide full and equal employment opportunities to all employees and potential employees without regard to race, color, religion, national or ethnic origin, veteran status, age, gender, gender identity or expression, sexual orientation, genetic information, physical or mental disability or any other legally protected status.