



JOB TITLE: MEAT AND SEAFOOD COUNTER ASSOCIATE

REPORTS TO: MEAT AND SEAFOOD DEPARTMENT MANAGER/SUPERVISOR

Revision Date: 11/2021

JOB FUNCTION: To display fresh meat and seafood while providing prompt, friendly, and courteous customer service, to meet all department objectives.

DUTIES AND RESPONSIBILITIES:

MERCHANDISING

- Wrap and label product following established procedure
- Display meat and seafood to give impression of abundance and quality
- Maintain proper storage conditions for correct temperatures and to avoid cross-contamination

CUSTOMER SERVICE

- Assist customers in a prompt, friendly, and courteous manner
- Answer customer questions regarding products
- Offer suggestions for purchases and ways to prepare products
- Answer the phone promptly and handle phone calls in a professional manner
- Help customers place special orders
- Cut portions, package, label and price product

RECEIVING

- Check deliveries carefully against invoice for damage, quality and accuracy.
- Follow established procedure regarding discrepancies
- Help with unloading as necessary
- Rotate deliveries into storage

CLEANING AND SANITATION

- Maintain meat and seafood displays, freezer, prep and storage areas in clean, orderly condition, meeting established safety and sanitation guidelines.
- Scrub and rinse blocks, floors, walls, and cases following established procedure
- Take out trash and recycle cardboard
- Take out organic recycling as needed
- Follow established procedure for disposing of unsellable product

MAINTENANCE

- Maintain department equipment in working order
- Advise department manager of needed equipment repair or replacement

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; provide ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

MISC

- Participate in regular inventories as needed
- Work in safe manner, following job safety procedures
- Follow all appropriate food safety guidelines
- Attend all required Lakewinds training classes and department meetings
- Perform other job-related tasks as assigned by supervisor

QUALIFICATIONS:

- Excellent customer service skills
- Knowledge of various cuts and grades of beef, pork, chicken and seafood

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with managers, coworkers and customers
- Ability to read, count and write to complete all documentation accurately
- Ability to do basic math computations to figure prices, including addition, subtraction, division, fractions, decimals and percentages
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers
- Ability to move, lift or handle merchandise throughout the store generally weighing up to 50 pounds repeatedly and 80 pounds occasionally
- Ability to work in temperatures below 40° for up to several hours at a time, and below 10° for more than ½ hours at a time
- Ability to walk and stand throughout shift
- Ability to perform the following movements – used in cutting, stocking, cleaning and customer service – repeatedly and for sustained periods of time: bending, stooping, and reaching
- Ability to operate slicers, grinder, packaging equipment, scale, knives and other related equipment
- Ability to move arms in repetitive manner for sustained periods
- Ability to work varied hours and days

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.