



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Butcher</b>
<b>STREAM</b>	<b>Operations</b>
<b>CLASSIFICATION</b>	<b>Retail - Collective Agreement</b>
<b>FUNCTIONAL AREA</b>	<b>Various Locations</b>

### 1. POSITION PURPOSE

The Butcher is responsible for the cutting, merchandising and processing of meat products to comply with CRG standards.

Butchers will work to ensure an unprecedented shopping experience for the customer; to promote sales by focusing on quality, freshness, and customer service.

### 2. POSITION RESPONSIBILITIES

This will involve:

- Working in a close team environment and developing a good working relationship with all the other team members.
- All employees must adhere to CRG policies applicable to their employment. Policies include: an Employee Code of Conduct, which covers core values, ethics and appropriate standards of workplace dress & behaviour.
- Providing outstanding customer service to customers and ensuring, at all times, that the company is positively promoted.
- Liaising closely with stakeholders to ensure customer needs are met.
- Packages and displays meat; prepares a variety of package sizes and portions; prepares speciality orders by responding to customer requests etc.
- Must have experience in the use of specialised equipment (professional cutlery, saws, tenderisers and mincing machines and associated personal protective equipment etc) and ensure equipment operates correctly (reporting immediately any malfunctions).
- Maintaining a hygienically clean and safe working environment by adhering to HACCP policies and procedures, monitoring of products and recording of results.

### **3. REQUIREMENTS OF THE JOB**

#### **3.1 Core Behavioural Competencies – Level 2**

##### **Leadership and Team Building**

- Inspires others to work towards visions and objectives
- Sets individual objectives and outcomes
- Reinforces team norms and guiding principles
- Recognises and celebrates success
- Delegates effectively
- Participates and contributes to team activities and goals
- Leads meetings
- Develops leadership competencies in self and others
- Respects interpersonal differences

##### **Client Service and Satisfaction**

- Understands and identifies needs of all stakeholders, including internal and external customers
- Reinforces client service expectations and needs
- Measures client satisfaction levels and identifies issues
- Manages and resolved issues and complaints in timely and professional manner
- Uses feedback to reinforce client service standards and achieve improvement

##### **Relationships and Business Development**

- Manages business relationship and networking capability
- Manages team networking and business development activities
- Seeks new business opportunities
- Markets the organisation to external customers and providers

##### **Personal Management**

- Models professional work standards and behaviours
- Build self confidence within others
- Sets team goals and objectives aligned with organisational / business requirements
- Focuses on outcomes
- Encourages self awareness
- Uses effective time management techniques
- Encourages others to take responsibility and ownership within their areas of control

**Problem Solving**

- Gathers information
- Interprets information
- Generates ideas, alternatives and possible solutions with the team
- Manages problem solving within agreed time frames
- Supports individuals and the team to develop own solutions
- Develops individual and team commitment to agreed solutions / actions

**Decision Making**

- Facilitates team decision making
- Seeks facts
- Considers known and potential risks of decision
- Consults with other where appropriate
- Accepts difficult decisions
- Handles conflict resolution effectively and expediently
- Takes ownership of decisions within areas of designated authority

**Planning and Organising**

- Determines tasks and appropriate resources
- Manages and evaluates team objectives and provides feedback
- Anticipates solutions and implements course of action
- Communicates change in an effective and timely manner
- Collaborates to establish performance objectives and development plans for the team and individuals
- Monitors progress and feedback on performance issues and results

**3.2 Core Technical Competencies**

- Hands-on butcher experience in a high volume food service operation.
- Capacity to consistently deliver a high level of customer service and develop and maintain on-going customer relationships.
- General computer skills and knowledge of Microsoft applications (word, excel, outlook etc).
- Full understanding of customer service philosophy and procedures.

### 3.3 Special Conditions

- Must be available to work a seven (7) day roster – working times will vary between the hours of 5.00am and 6.00pm unless changed via a CRG Enterprise Workplace Agreement.
- Occasional overtime work may be required.
- CRG Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Maybe required to do additional travel to meet the requirements of the position.
- Regular and repetitive lifting – must be physically fit.

### 3.4 Qualifications

- Certificate in Meat Management: (4 years trade school and on the job experience).
- Relevant tertiary qualifications in Retail Operations / Business Management or similar or a willingness to undertake study to acquire.

## 4 REPORTING RELATIONSHIPS

- Is directly accountable to the Meat manager.
- Works closely with other team members.

## 5 AUTHORITY AND ACCOUNTABILITY

- Authority to work within the scope of the position description within a team environment.

## 6 OCCUPATIONAL HEALTH, SAFETY & WELFARE

**The Employee must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.**

In particular, the employee must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.

- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

## **7 PERFORMANCE STANDARDS**

The performance of the incumbent will be measured by:

- Achievement is in accordance with CRG's Strategic and Operational Service Plans, and the incumbent's Performance Management Program.
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.

### **Detailed Key Performance Indicators:**

- Operational Standards to be achieved and maintained throughout the week with operations, merchandising, equipment maintenance, personal presentation and performance and general housekeeping within the department.
- Ensure all relevant (1) food handling requirements and hygiene, and (2) workplace health and safety policies, procedures are maintained and achieved.
- Maintain all relevant documentation according to CRG standards and legal requirements.

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**PRESENT INCUMBENT NAME** : \_\_\_\_\_  
**PRESENT INCUMBENT SIGNED** : \_\_\_\_\_  
**DATE OF APPOINTMENT** : \_\_\_\_\_  
**WRITTEN BY** : **Mel Cant**  
**ORIGINAL ISSUE DATE** : **December 2008**  
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**VERSION ISSUE DATE** : **December 2008**  
**NEXT REVIEW DATE** : **December 2009**  
**DIRECTOR APPROVAL** : **Spero Chapley**