FOOD HALL

**JOB DESCRIPTION**

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| **TITLE:**  PERISHABLE MANAGER | **GROUP:** |
| **DEPARTMENT:** | **DIVISION:** |
| **REPORTS TO:**  STORE MANAGER | **SUPERVISES:**  PERISHABLE CLERK |
| **INCUMBENT:**  VACANT | **LOCATION:**  HEAD OFFICE |

**PURPOSE**

Manages the receiving, storage, staging, and distribution of all Perishable Foods (includes produce, dairy, and frozen food product). Ensures compliance with health and safety standards and other regulations for all perishable foods.  Responsible for full-cycle inventory management of produce and partners with the Inventory Manager for inventory of dairy and frozen foods. Provide backup support for Dry Products as needed.

## KEY FUNCTIONS

**Management:**

* Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
* Prepares budget for and administers the functions of the Unit/Department within approved budget.
* Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
* Prepares recommendations for job succession and career development programmes for timely and optimum staffing of the Department/Division.
* Administers other established human resource, financial, legal and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

**Operational/Technical/Professional:**

* Oversees the accurate and timely receiving of all perishable food products. Handles products in accordance with standard procedures recommended by suppliers and internal quality standards.
* Organizes bin storage areas to maximize capacity, minimize product handling, and ensure product temperature requirements are met.
* Maintains procedures and processes that ensure 100% product rotation according to date and quality driven parameters.
* Monitors the order selection process for all produce and frozen foods, and ensure orders are picked on time, accurately and with quality product.
* Partners with the Transportation department to develop and maintain schedule for staging and delivering orders.
* Provides training and information to team members on perishable product procedures including quality checks and products extensions.
* Establishes, manages, and meets quarterly spoilage targets. Utilizes Retailer scorecards and consumer insights to identify areas of under-performance in freshness that lead to lower than expected sales and profit goals and commitments.
* Maintains expertise on all fresh produce and meat items: Works with other departments to enforce quality specifications upon arrival of perishable goods.
* Collaborates with the Warehouse on alignment and standardization for quality control and creates information flow on a timely basis daily to keep procurement and merchandising teams on top of inventoried product.
* Collaborates with procurement to create standard product specifications. Establishes daily reporting process of product condition in inventory to ensure satisfaction.
* Maintains accurate physical inventory counts on perishable foods, full-cycle inventory management of produce (receiving, product storage, order selection and staging, and distribution).
* Ensures daily inventory tracking, reviews outgoing orders and invoices for partner agencies, and submitting verified orders to Finance for billing.
* Partners with Procurement Manager to review inventory counts and monthly picking schedule to accurately forecast perishable needs.
* Collaborates with relevant internal stakeholders to ensure successful distribution of fresh foods.
* Develops and evaluates process flows and create standard operating procedures (SOP's).
* Executes any other related duties as assigned.

## KEY RELATIONSHIPS

## Internal: Leadership and Management Teams, Sub Committees of the Board, All Departments.

**External:** Professional bodies, government authorities and regulatory bodies, suppliers/contractors and external consultants.

### **PERSON SPECIFICATION**

**Education**:

* A Bachelor Degree in inventory management from an accredited college/university or related field.
* Recognized Food Safety Certification.

Experience

* A minimum of (5) five years of Managerial experience in a supermarket.
* Experience in multi-temperature distribution environment and managing perishable food inventories.
* Produce and meat procurement experience preferred
* Demonstrable experience of leading the management of perishables in the Supermarket and Restaurant industry
* Relevant experience in perishable inventory control in a Supermarket/Restaurant

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of:** Perishable Management, Food Storage Practices and Principles, Perishable Inventory Management, Waste Management. Quality Control practices for perishables.

* Leadership
* Communication (oral & written)
* Problem Solving and Decision Making
* Business Acumen
* Planning and Organizing
* Relationship Management
* Service Excellence
* Proficient with Microsoft Office Suite or related software
* Technical and Professional Skills

**KEY ATTRIBUTES:**

* Attention to detail, requires being careful and thorough about details, recognising the impact of decisions
* Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks
* Ability to use applicable information technology and systems to meet work needs
* Ability to analyse and recommend improvements in perishable inventory, collect and interpret information, apply criteria, and make recommendations.
* Proven management skills with the ability to optimise team performance and development
* Highly developed inter-personal and communication skills coupled with the ability to negotiate and influence at all levels within the business
* Ability to build, lead and motivate a skilled team able to meet objectives and agreed targets

**WORK ENVIRONMENT**

* This job operates in a retail supermarket environment. This role routinely uses of supermarket machine equipment.

**PHYSICAL DEMANDS**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear.
* The employee must occasionally lift or move products and supplies, up to 50 pounds.

**Job Description Review and Acceptance**:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice. I understand that I am required to work shift, evenings, and weekends.

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| Version No.: | 1.0 | Approved by  (General Manager) |  | Date: |
| Developed by  (HR Consultant) |  | Approved by  (General Manager) |  | Date: |
| Reviewed by  (HR Personnel) |  | Approved by  (Manager, HR) |  | Date: |
| Effective Date: |  | Approved by  (General Manager) |  | Date: |
| Incumbent’s Name [Block letters]:  Date Issued: |  | Employee Signature |  | Date: |