FOODHALL

**JOB DESCRIPTION**

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| **TITLE:**  SANITATION TECHNICIAN | **GROUP:** |
| **DEPARTMENT:** | **DIVISION:** |
| **REPORTS TO:**  FRONT STORE SUPERVISOR | **SUPERVISES:** |
| **INCUMBENT:**  VACANT | **LOCATION:**  HEAD OFFICE |

**PURPOSE**

To assist in maintaining the facilities of the store for visitors, patrons and staff in order that they are kept in a safe and clean operating condition; and that the store is presented to the highest standard. Maintaining a preventive cleaning program; and resolving immediate operational and/or safety concerns.

## KEY FUNCTIONS

**Operational/Technical/Professional:**

* Keeps all the facilities and resources clean and tidy, including dealing with incidents and accidents promptly and efficiently.
* Assists with the careful movement and storage of all furniture and equipment throughout the facility.
* Works as part of the team offering support with broader front of store duties as required and maintain and manage accurate maintenance/cleaning records where required.
* Responds to cleaning requests in a timely and friendly manner. Keep the relevant staff updated of progress and seeking to resolve matters in the most efficient and effective manner.
* Reports larger maintenance concerns to Supervisor, highlighting any health and safety issues as a priority and as well as issues that directly impact our visitors.
* Assists in monitoring and/or controlling cleaning records and/or supplies to ensure the safety and proper use of the store’s cleaning equipment and materials.
* Cleans and inspects gallery equipment and work areas to ensure cleanliness and functional operation.
* Attends training sessions and work with the crew to ensure each aspect of the job is understood.
* Works with subordinates successfully displaying productive working methods with professional and disciplinary habits.
* Ensures that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining store standards and all other aspects of customer service.
* Responds courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions.
* Documents out of stock and waste items following departmental procedures, ensure department sanitation, cleanliness and safety standards are met.
* Performs other duties.

## KEY RELATIONSHIPS

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

**External:** Customers, Professional bodies, government authorities and regulatory bodies, suppliers/contractors and External Consultants.

### **PERSON SPECIFICATION**

**Education**:

* School Leaving Certificate or Two (2) CXC Subjects (General or Basic)

Experience

* A minimum of (2) Two years’ experience in a similar role.
* Supermarket and Restaurant experience

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of**: Health and Safety Regulations.

* Communication (oral & written)
* Service Excellence
* Teamwork
* Time Management
* Technical and Professional Skills

**KEY ATTRIBUTES:**

* Attention to detail, requires being careful and thorough about details, recognising the impact of actions
* 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 engage and connect with patrons respectfully and in accordance with core service standards

**WORK ENVIRONMENT**

* This job operates in a professional restaurant/supermarket environment. This role routinely uses standard equipment and materials to clean commercial kitchens, shop floors and restaurant floor.

**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 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: |