FOODHALL

**JOB DESCRIPTION**

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

**PURPOSE**

To wrap and pack customer purchases in a neat and attractive manner that allows for ease of carrying items.

## KEY FUNCTIONS

**Operational/Technical/Professional:**

* Packs customer purchases in neat and attractive manner ensuring customer satisfaction and quality standards are met.
* Serves customers by transporting their purchases to their vehicles in an efficient, timely and courteous manner.
* Assists customers in locating items within the store and ensuring shoppers questions are answered accurately.
* Provides information on the proper use of key items as required and based on customer request.
* Maintains the highest standards and consistency in terms of hygiene, legality, health, safety and environment ensuring clean facilities.
* Reports maintenance hygiene and hazard issues to promote quality standards of the store and be environmentally aware.
* Supports the Kitchen and Warehouse in packaging goods in accordance with safety and quality standards.
* Packages perishable goods for dispatch to cold storage locations within the store in a timely manner, ensuring attractiveness of display.
* Executes other related duties as assigned.

## KEY RELATIONSHIPS

## Internal: Store Staff, Store Management, Kitchen Staff

**External:** Customers, Contractors and Suppliers

### **PERSON SPECIFICATION**

**Education**:

* Three (3) CXC General Level Passes

Experience

* A minimum of (2) Two years’ experience in a similar role.
* Experience in the Supermarket Industry.

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of**: Functions of Packaging, Sales Appeal, Shelf Life of Goods, Types of Packaging Materials, Use of Paper, Mesh, and Plastic bags, Standardization of packing customer goods for dispatch and delivery

* 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 Supermarket/Restaurant environment. This role routinely uses standard supermarket and kitchen 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 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 office products and supplies, up to 50 pounds.

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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: |