

Job Title:	Fish Truck Operator
Responsible to:	Seafood Manager
Responsible for:	Operation of mobile fish truck and retail supply
Job Purpose:	To operate fish truck. To prepare seafood for mobile retail supply, sales through retailing and customer service working with both suppliers and customers, minimising wastage and providing superior customer service.
Size of Role (FTE)	Ranges of 0.25 to 1

Functional Relationships:	
External	Internal
<ul style="list-style-type: none"> • Suppliers • Wholesalers • Customers 	<ul style="list-style-type: none"> • Board Members & Directors • Management Team • Colleagues

Key Tasks:
<ol style="list-style-type: none"> 1. Ensuring the maintenance and capability of a 7-day mobile retail outlet 2. Driving and maintenance of mobile fish truck 3. Preparation and retailing of seafood and customer service for customers 4. Customer experience and cash handling 5. Sales targets 6. Inwards and outwards goods 7. Stock control 8. Maintenance of work area and equipment 9. Hygiene and quality control checks 10. Health & Safety is paramount at all times 11. Liaise with suppliers and customers 12. Provide superior service that maximises customer satisfaction and sales 13. Assist with promotional activities 14. Actively participate in all training provided 15. Participate and identify continual improvements for operation 16. Assist in the development and adherence to policies and procedures

17. Adhere and undertake all necessary work effectively to meet the standards and regulations set down through legislation and governing bodies
18. Effectively represent the Te Arawa Fresh brand at all times
19. Any other duties as required by management

Key Objectives	Key Performance Indicators
1. Ensuring the maintenance and capability of a 7-day mobile retail outlet	The mobile truck is operational for 7 days a week ensuring that sales are optimised and stops are promoted
2. Driving and maintenance of mobile fish truck	Vehicle is operated as per the vehicle policy. Vehicle registration and COF are current at all times. Maintenance checks are conducted and faults reported immediately.
3. Preparation and retailing of seafood and customer service for customers	100% of seafood for retail is prepared to the highest quality fresh standard as set down by Te Arawa Fresh, deli is displayed for effective retail sales and customers are serviced with superior service.
4. Customer Experience and cash handling to achieve Sales Targets	Sales targets are achieved as set down by Management through the provision of superior customer experiences through high standard of service and precise cash handling processes.
5. Inwards and outwards goods and stock control	100% of stock delivery and receipting is of high quality and temperature controls outlined in the Food Plan, stock is constantly rotated on a FIFO system and waste is minimised.
6. Maintenance of work area and equipment, Hygiene and quality control checks, Health & Safety is paramount at all times	All work areas and equipment is cleaned and maintained to food and retail standards, notifications made when required, hygiene is paramount for work areas and personal, quality checks are completed as per the Food Plan. Health & Safety is adhered to 100% and is at the forefront of work.
7. Adhere and undertake all necessary work effectively to meet the standards and regulations set down through legislation and governing bodies, participate and identify continual improvements for operation and assist in the development and adherence to policies and procedures	100% of regulations and standards set down through legislation and governing bodies is adhered to, active participation in continual improvements is evident and adhering to the policies and procedures of the organisation is also evident.

Key Result Areas:	
Jobholder accountable for:	Jobholder successful when:
Ensuring the maintenance and capability of a 7-day mobile retail outlet	<ul style="list-style-type: none"> a) The vehicle is maintained as per policy and procedure b) The cleanliness of the truck is to the standard as set out in the Food Plan and Retail requirements c) Any maintenance issues are identified and advised to the Seafood Manager at the earliest convenience
Preparation and retailing of seafood and customer service for customers	<ul style="list-style-type: none"> a) Retail supply is prepared to the highest quality in an efficient manner to the customer b) The deli is prepared to a high standard for enticement of sales and upselling c) Customer service is of the highest standard and complaints are eliminated
Customer Experience & Cash Handling	<ul style="list-style-type: none"> a) Customers are provided a seamless excellent FRESH experience b) Superior customer experience is provided through all contact mediums and the FRESH standard of service c) Proven upselling to customers and increased customer average spend d) Growth of product knowledge and ability to offer substitutes when and if required e) Meeting customer expectations and attentive to customer feedback at all times f) Precise and accurate cash handling with zero errors g) Excellent people skills
Sales Targets	<ul style="list-style-type: none"> a) Retail sales targets are met continually each month as a team
Inwards and outwards goods	<ul style="list-style-type: none"> a) Goods are received in a high quality state in accordance to the Food Plan and checks are completed b) Goods are stored in the correct manner for storage and controlled through a FIFO system c) Goods are dispatched in a high quality manner that is in accordance to the Food Plan and checks are completed

	<ul style="list-style-type: none"> d) Deliveries are completed on time to customers and are packaged accordingly e) Documentation is complete at time of process
Stock Control	<ul style="list-style-type: none"> a) All stock is checked daily and rotated in accordance to FIFO system b) Stock quality checks are completed daily c) Stock wastage is minimised through correct ordering mechanisms to improve freshness and avoid waste d) All wastage of stock including cut offs are measured and recorded e) The disposal of rubbish is environmentally friendly and minimised at all times f) Stock levels are maintained in order for company operations to continue on a daily basis g) Ordering of stock is in accordance to stock levels and budget h) Stock control systems are up to date and data entry in the POS system is maintained, accurate and up to date i) Stock takes are completed regularly
Maintenance of work area and equipment	<ul style="list-style-type: none"> a) All work areas are clean and tidy at all times, continually cleaning your work space throughout your shift b) Work area is cleaned daily to the Food and Processing Standards as set down by legislation and governing bodies c) Equipment is maintained and clean in line with the Food and Processing Standards and company policy and procedures d) Any issues are reported to the Seafood Manager as soon as identified
Hygiene and quality control checks	<ul style="list-style-type: none"> a) All hygiene including personal is of the highest standard and control checks and documentation is maintained b) Uniforms and PPE are clean, maintained and worn at all times on shift c) Quality is maintained at all times and control checks are documented and maintained

Health & Safety	<ul style="list-style-type: none"> a) Health & Safety is maintained at all times b) Hazard register is maintained and risks are minimised c) Notifications of any risks are notified to the Seafood Manager as soon as identified d) Safety is upheld at all times for all staff e) Accidents are recorded immediately in the hazard register and notified to the Seafood Manager f) The mobile phone for safety is charged at all times and available daily for each designated driver
Liaise with Suppliers and Customers	<ul style="list-style-type: none"> a) Superior customer service at all times including external and internal customers b) Supplier relationship management is maintained at all times c) Customer relationship management is maintained at all times d) Continual sourcing of suppliers and cost controls are maintained at all times e) Continual positive promotion for new clientele is maintained at all times
Provide superior service that maximises customer satisfaction and sales	<ul style="list-style-type: none"> a) All customers are treated with the utmost respect and courtesy b) All customers are satisfied with their purchase to ensure return custom c) Customer service is of the highest standard and all training provided for improvements is participated in d) Continual improvement on customer satisfaction is undertaken e) Upselling and other selling techniques are implemented in order to increase sales

GENERAL TASKS	Key Performance Indicators
Team Work	<ul style="list-style-type: none"> a) Team members share knowledge base and expertise to build the team b) Training is supplied and/or undertaken to and from staff members requiring assistance for upskilling c) Team meetings attended and active participation ensured
Conflict Management	<ul style="list-style-type: none"> a) Any conflict that arises is addressed expediently, professionally and in a non-threatening manner b) All conflict that arises is resolved and outcome recorded in an appropriate manner

Professionalism	a) All interaction with both internal and external customers are of the highest level of professionalism, customer services and respect in the delivery of the company's services
Application Tikanga me Te Reo Maori	a) Staff member demonstrates appropriate use and application of Te Reo and Tikanga Maori in the provision of their services b) Staff member can provide examples of Manaakitanga / Aroha / Whanaungatanga in their service delivery
Work / Time management	a) All work, reports and deadlines are completed on time and of a professional standard that is agreed between the Manager and staff member
Extensive communication skills with a varied audience at different levels	a) All communication with both internal and external customers are of the highest level of professionalism, customer services and respect in the delivery of the company's services
Any other duties as required	a) Staff member readily takes on other duties as required or requested resulting from extra demands from customers, both internal and external or changes within the company

Person Specification	
Knowledge/Experience - Essential	Desirable
<ul style="list-style-type: none"> • HT License is essential • Minimum 1 year experience driving a heavy truck vehicle • Understanding of a Goods Services License • Minimum of 6 months experience in retail or hospitality • Effective people management skills • Ability to communicate and engage with any persons and work alongside them • Ability to develop and maintain effective relationships at all levels • Ability to operate in a continuous improvement environment • Certificate for Food Safety (167, 168 and 20666) • Hospitality (Level 1) • Kitchen assistant (Level 2) 	<ul style="list-style-type: none"> • Minimum 1 years experience in seafood industry • Excellent communication and proven management skills • Relevant Tertiary level qualification or Industry experience • Knowledge of Maori tikanga and kawa • Fluency in Te Reo • Seafood Retailing (Level 2) • Seafood Risk Management (Level 3, 4, 5, 6) • Hospitality (Level 2) • Retail (Level 2, 3, 4) • Sales (Level 3, 4) • Cookery (Level 2, 3, 4) • Food & Beverage Service (Level 2, 3, 4) • Catering Services (Level 3, 4)

Variation to Job Description

Changes to job description may be required in response to the changing nature of the working environment including technological requirements or statutory changes. No variation shall be effective or binding on either party unless it is in writing and signed by both parties.

Acknowledgement of receipt of Job Description

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Please Print)

Employee Signature

Date

Seafood Manager Signature

Date