

JOB POSITION: BUTCHERY DEPARTMENT MANAGER

Department: Retail

Location: Munich

Starting data:

Job Purpose

Responsible for the retail butcher counter as well as all meat counter employees. Ensures the proper butchering of all meat while maintaining a sanitary workspace. Schedules and manages all employees, oversees the cleaning and maintenance of equipment and facilities and ensures that all health and safety regulations are adhered to. Directs hiring, assignment, training, motivation and termination of personnel. Documents, investigates and resolves all employee and guest incidents and directs escalated incidents to the appropriate outlet.

As an ambassador of Eataly products and services, Butchery Department Manager is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

This position will require the following tasks:

- Complies with company quality standards when butchering meat.
- Keeps/supervises inventory, estimates ordering cost/needs, and receives/checks orders to ensure they adhere to specifications.
- Ensures sanitary butchering and work stations that meet the HACCP standards.
- Directs hiring, training, scheduling, managing, and termination of all fish and meat counter employees.
- Documents, investigates and resolves all employee and guest incidents including guest complaints. Directs escalated issues to the appropriate outlet.
- Submits and reviews weekly payroll for meat counter employees.
- May review financial information such as sales and costs, and monitors budget to ensure efficient operation and that expenditure stay within budget limitations. Takes action to correct any deviations from the budget.
- Aids in customer service duties while behind the counter.
- Manage stock levels and makes key decisions about stock control.
- Analyze sales figures and forecast future sales volumes for planning and maximize sales.
- Adhere to all company guidelines, policies and standard practices.

Skills / Requirements

- 3-5 years of experience in butchering meat in a customer service setting.
- Basic computer skills are necessary.
- Must be able to lead and manage the meat counter team.
- Must be able to communicate politely and effectively with guests and other employees.
- Must be able to follow written and verbal instructions. Ability to communicate effectively and understand instructions.
- Excellent leadership and customer service skills.
- Must be knowledgeable about products and inventory control.
- German (mother tongue), English (business fluent). Italian language is a plus.
- Knowledge of Italian language, culture, food history and Slow Food principles a plus.