



## JOB DESCRIPTION

<b>Job Title:</b> Chop Shop Operations Manager
<b>Division/Department:</b> Retail Operations - Meat
<b>Reports to:</b> Retail Operations Manager
<b>Direct Reports:</b> Department Leaders and Supervisors, Meat Cutters, Meat & Deli Clerks

### OVERVIEW

The Chop Shop Operations Manager is a key member of the operations leadership team. The primary objective of this role is to oversee the production teams in our store's Chop Shops who deliver a range of in-house products to our customers. This includes both our meat program as well as house-made deli products – and our world famous green sauce.

This incumbent will successfully implement and maintain the strategic direction of the chop shop operations across both store locations. This includes being responsible for operational efficiency, continuous quality improvement, and operational effectiveness of this department.

### DRIVING SALES

- **Improving Departmental Profitability:** In conjunction with the Retail Operations Manager and Procurement Manager, continue to work toward increasing sales, reducing waste and optimizing inventory levels.
- **Improving Gross Margins & Increasing Sales Volume:** Working closely with the Operations Manager and Procurement Manager, you will review and understand pricing strategies, supplier contracts, and sales data to identify products and services that increase profitability.

### OPERATIONS MANAGEMENT

- Maintaining Operational Efficiency including full fresh displays and limiting out of stock instances through strategic partnerships with suppliers and staff training. Our goal is for customers to consistently have access to their favourite items. This also includes implementing and maintaining operational SOP's and checklists. Driving operational efficiency between departments is a key success factor in this position.
- The ability to regularly assess our competitors' offerings that inform our decision making and product development.

### PEOPLE MANAGEMENT

- **Leading the Meat Department team:** This role also involves hiring, training and developing our people, as well as overseeing scheduling, labour costs and ensuring our team is working optimally.

### JOB REQUIREMENTS

- At least 5+ years of prior meat and deli retail experience, preferably in a retail or grocery operations setting
- The ability to cut meat and train others in this area is required
- Experience supervising food production teams, with the ability to create and improve operational processes through production efficiencies.
- Experience includes working in a similar role with a proven track record of business results. This includes experience in price and buying negotiation, managing product inventory and driving sales targets.
- Testing and deployment of new products and recipes would also be a strong asset.
- Strong team leadership, communication and organizational skills are required.