

DUTIES AND RESPONSIBILITIES:

Supervisory:

- Adhere to the co-op's seven guiding principals and mission.
- Hire, schedule, manage, train, lead and develop employees.
- Adhere to set labor budget through appropriate staff hiring and scheduling.
- Assign duties and assist employees in receiving the training, tools and resources required to be successful.
- Establish a working relationship with all co-op employees.
- Monitor employees' productivity. Provide on-going, timely performance evaluations.
- Develops and maintains a team concept to maintain high employee morale, communications and working conditions.
- Ability to project a friendly personality and work as a positive team member.
- Read, share and respond to internal and external communication from co-workers, vendors and industry communications.
- Works with other managers in a professional manner to strengthen professional relationships and to help the co-op to succeed as a business.
- Keep staff updated of all relevant merchandising information including new items, promotions, specials, etc.
- Places orders and assists staff with ordering
- Ensures items are in stock and follows up with vendors accordingly;
- Directs and maintains Co-op and governmental sanitation and safety standards.
- Contributes ideas for new products, techniques and systems to improve operations.
- Participates in Cooperative activities outside of the store (i.e. annual meetings, Board Staff meetings etc.)

Customer Service:

- Fulfills customer's special orders with a high level of efficient, responsive service.
- Determines types and quality levels of items throughout the department based on customer needs
- Listen to customer inquiries and suggestions to enhance products and deliverables.
- Ensures product is well stocked and displayed in a visually appealing manner.
- Ensures that customer inquiries are researched and accordingly followed up on to ensure repeat customers

Store:

- Demonstrates and enforces proper cleaning and all related work practices as required for the safe and efficient operation of the department.
- Demonstrates and enforces proper store, state and federal food safety, storage and temperature procedures.
- Works with Operations Manager regarding upkeep and repairs of equipment.
- Maintain correct department signage and pricing.
- Accountable for department appearance and out of stocks.
- Works with other departments on the merchandising, overall appearance, upkeep and maintenance.
- Helps manage and contribute to store events..
- Follows through on effective marketing strategies and in store promotions
- Basic knowledge of other departments duties and responsibilities.
- Work with the Marketing Department to promote the Food Service Dept.

Finance/Technology:

- Prepare sales and inventory reports.
- Maintains margin goals.
- Stay within planned budget and maintain price levels to meet budget.
- Assist in preparing annual department budget.
- Maximizes department sales and profits.
- Maximizes store profits and gross profit through effective merchandising
- Ability to manage inventory and utilize internal/external resources to place orders for department.

EDUCATION AND EXPERIENCE REQUIRMENTS:

- High School diploma and at least 2 years experience in a grocery/retail environment.
- Minimum five (5) years supervisory experience
- Demonstrated experience working with vendors and merchandisers.

KNOWLEDGE/SKILLS/ABILITIES:

- Basic math skills to help in the preparation of sales and inventory reports and to calculate figures and amounts such as discounts, proportions, and volume.
- Ability to multi-task and handle customer and employee needs in a timely, professional manner.
- Ability to interpret documents such as safety rules, operating and maintenance instructions.
- Ability to write routine correspondence.

- Knowledge of supervisory skills in a retail/grocery setting.
- Ability to work sales floor as well as live freight and sorting loads with staff.
- Strong merchandising and multi-tasking skills.

ENVIRONMENTAL FACTORS AND PHYSICAL REQUIREMENTS:

While performing the duties of this job, the associate is required to be able to stand, walk, stoop, kneel, crouch and manipulate (lift, carry, move) light to medium weights of 10-60 pounds. Requires good hand-eye coordination, arm, hand, and finger dexterity, including ability to grasp and visual acuity to operate equipment. The associate frequently is required to sit, stand, reach with hands and arms, talk and hear.

Regularity and consistency of attendance is essential to ensure high quality service and ultimately a productive department and company.

Note: To perform this job successfully, an individual must be able to perform each essential job function satisfactorily with or without reasonable accommodations.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this Job at any time.

Employee Signature

Date

General Manager Signature

Human Resources Signature