



## Grocery Manager Job Description

**Ends** - MNFC member owners, customers, and the community benefit from: healthy foods, A vibrant local economy, environmentally sustainable and energy-efficient practices, and cooperative democratic ownership, and learning about these values.

**Purpose** - To ensure an organized and smooth running Grocery department- including ordering, pricing and inventory control. To motivate and provide staff with the tools required to ensure the highest level of service to the MNFC customer. To meet department objectives for sales, margin, labor and customer service.

- ✚ Reports to Store Operations Manager
- ✚ Full time salaried management position
- ✚ Supervises assistant manager and staff
- ✚ Pay Level V

### **Responsibilities:**

#### PERSONNEL

- Establish a professional and fun work environment where staff are highly motivated.
- Ensure daily tasks are assigned to assure productive and efficient work flow.
- Schedule hours for department within payroll allocation, and review time sheets.
- Communicate clearly with staff allowing for staff input whenever possible.
- Organize department meetings to maintain effective communication with staff.
- Recruit, interview, and hire qualified applicants following established policy.
- Ensure on-the-job training, including safety, sanitation and health code regulations.
- Conduct timely performance evaluations.
- Recommend pay increases within department budget.
- Take corrective or disciplinary action as needed following established policies.

#### CUSTOMER SERVICE

- Ensure prompt, friendly, and courteous customer service.
- Follow through on all customer questions and requests.
- Staff department to provide excellent service - arrange for coverage of vacant shifts.
- Address questions about products, Co-op buying criteria, nutritional info and cooking advice.

## OPERATIONS

- Quality Control
  - ~ Receive orders, or ensure proper receiving by staff.
  - ~ Coordinate returns and credit from suppliers where applicable.
  - ~ Shrinkage – order appropriately to avoid loss.
  - ~ Ensure correct product rotation and storage.
- Purchasing
  - ~ Select products with an emphasis on local, organic and healthy and adhere to the Co-op's buying criteria.
  - ~ Negotiate with suppliers for favorable prices, terms, quality, best growing practices, and delivery.
  - ~ Ensure adequate supply of product, keeping “out of stocks” to a minimum.
  - ~ Evaluate suppliers and investigate new sources of supply as needed.
  - ~ Review invoices for accuracy.
- Inventory control
  - ~ Maintain inventory through ordering for five out of six delivery days
- Meeting sanitation, safety and Health Code requirements.
- Scheduling
  - ~ Create labor schedule to leverage productivity within needs of department and store.
- Equipment Maintenance
  - ~ Maintain department equipment and research and recommend major equipment repair or replacement.
- Uphold and revise department standard operating procedures.

## FINANCIAL

- Meeting/exceeding goals for sales, margin, labor, and inventory.
- Participate in setting sales and margin goals for department.
- Review departmental financial reports, (sales, labor, margin, turns) and take corrective action as needed.

## LEADERSHIP

- Be a role model and promote team building and a cooperative work environment
- Attend weekly Management Team meetings and annual planning retreat
- Participate in strategic planning
- Professional Development – willingness to participate and travel
- Support special events
- Support whole store, be a part of store's Manager on Duty (MOD) rotation.
- Work with management team on promotional and marketing opportunities, for example the weekly sales program.

## MERCHANDISING & MARKETING

- Plan attractive displays with uniform signage; ensure displays are fully stocked and rotated to ensure freshness.
- Ensure accurate, up-to-date pricing.
- Maintain positive price image.
- Establish procedures for pricing to meet margin goals.

- Maintain display area for visual appeal, and cleanliness.
- Provide product information for customers and staff.
- If implementing new products ensure that changes go smoothly.
- Provide guidance and assistance to vendor demos as needed.
- Cross merchandise with other departments.

#### OTHER RESPONSIBILITIES

- Work a schedule that includes weekends and evening shifts as needed.
- Perform other tasks assigned by General Manager.

#### **Qualifications:**

- Experience providing excellent customer service.
- Previous retail experience.
- Ability to appropriately delegate work duties and manage and motivate staff.
- Experience with ordering, pricing, and inventory control.
- Proven ability to develop and implement budgets and adhere to cost and margin requirements.
- Familiarity with natural foods and natural foods industry.
- Willingness to be open to learn and take on new responsibilities.
- Ability to maintain confidentiality.
- Supervisory experience—hiring, training, evaluating, directing, terminating.
- Strong problem solving and organizational skills.
- Demonstrate neutrality and calmness under pressure.
- Excellent communication and listening skills.
- Ability to work well with others in a cooperative environment where teamwork and constant communication is essential.
- Demonstrated ability to follow through on commitments.
- Strong time management skills - demonstrated ability to handle multiple demands.
- Experience planning and developing systems, procedures and policies.

#### **Essential physical requirements:**

- ✓ Office environment – *computer skills, use office equipment (copier, fax, laminator, etc.)*
- ✓ Indoor work-work in and out of a walk- in cooler and freezer throughout a shift
- ✓ Periodic work outdoors –*taking out cardboard, garbage, etc.*
- ✓ Lifting: *ability to frequently lift 50lbs. and occasionally up to 80 lbs.in an 8 hour shift*
- ✓ Bending twisting and reaching-*sweeping, reaching high shelves, using step stools, etc.*
- ✓ Standing and walking-*ability to stand for up to 8 hours a day, several days a week*
- ✓ Climbing stairs
- ✓ Pushing and pulling - *pushing and pulling up to 300 lbs. on rolling carts*
- ✓ Typing, writing, and similar activities
- ✓ Fine motor skills for cutting, mixing, stacking, food prep, and similar activities-*Repetitive use of hands for receiving, stocking, etc.*
- ✓ Operation of equipment and/or machinery – *using pallet jack, dollies, scale, hand truck, etc.*