



## **Department Manager (Bulk Foods, Cheese, Dairy) 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 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 management position
- ✚ Supervises Assistant Manager, Buyer(s), Staff, Subs, and member-workers
- ✚ Pay Level VI

### **Responsibilities:**

#### LEADERSHIP

- Be a role model and promote team building and a cooperative work environment
- Lead staff through challenging situations and difficult conversations
- Demonstrate accountability for the actions and performance of the department
- Offer and receive constructive criticism professionally
- Train and mentor new staff in all aspects of department and store operations
- 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.

#### 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.

#### PERSONNEL

- Establish a professional and fun work environment where staff are highly motivated.
- 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.
- Provide adequate department coverage in an instance of staff vacation or unexpected absence
- Take corrective or disciplinary action as needed following established policies.

### OPERATIONS

- Establish standard operating procedures for receiving, invoice review, and returns as applicable
- Order appropriately to avoid loss, monitor highly perishable items and adjust as necessary
- Select products with an emphasis on local, organic, and health while adhering to the Co-op's buying criteria.
- Negotiate with suppliers for favorable prices, terms, quality, best growing practices, and delivery.
- Ensure accurate, up-to-date pricing using cost of goods data.
- Use variable margin pricing to promote a competitive price perspective while achieving margin goals
- Ensure adequate supply of product, keeping "out of stocks" to a minimum.
- Plan attractive displays with uniform signage; ensure displays are fully stocked and rotated to ensure freshness.
- Create an exciting product mix by reviewing product movement and monitoring national sale trends
- Maintain a well-stocked inventory through strategic ordering and regular audits
- Ensure fiscal reporting is correct by inputting new items and price changes into point of sale system with up to date information; including but not limited to cost, vendor and category
- Make all recommendations and decisions in the best interest of MNFC customers and staff
- Work with management team on promotional and marketing opportunities
- Provide product information for customers and staff and guidance to vendors
- Cross merchandise with other departments.
- Meet sanitation, safety and Health Code requirements.
- Maintain department equipment and recommend major equipment repair or replacement.
- Uphold and revise department standard operating procedures.

### DEPARTMENT GROWTH

- Participate in setting sales and margin goals for department.
- Monitor category margins to achieve fiscal goals
- Meeting/exceeding goals for sales, margin, labor, and inventory.
- Create labor schedule to leverage productivity within needs of department and store.
- Review departmental financial reports, (sales, labor, margin, turns) and take corrective action as needed.

### OTHER RESPONSIBILITIES

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

- ServSafe Certified
- Analytical ability and proficiency in math to calculate margin, monitor profitability and manage inventory
- 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.*
- ✓ Able to work with and safely handle all products in our store; flour, peanuts, meat, etc.

It is understood that no job description can fully include all responsibilities of the job. In an ever changing, growing and evolving Co-op the General Manager or designate can and will add or change responsibilities as needed. If a permanent change, job descriptions will be modified in a reasonable time.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*Updated January 19, 2018*