

Oneota Food Co-op
ASSISTANT GROCERY MANAGER JOB DESCRIPTION

Job Title: Assistant Grocery Manager	Current as of: 4/19/2016
Pay Grade: Level V, Full-Time	FLSA Classification: Non-Exempt
Supervisor: Grocery Manager	Incumbent:

Job Summary: The Assistant Grocery Manager supervises and coordinates the operational activities of the Packaged Grocery, Meat, Chill, Cheese, Frozen, Bakery, Wine/Beer, and Bulk sub-departments (in absence of the Grocery Manager). This position provides leadership to the team through supervision of the stockers and assisting Buyers with achieving the objectives for sales, margin, and turns. This position collaborates with the Grocery Manager to predict, analyze, and access the buying/shopping patterns of the Oneota Community Co-op members. Most importantly, you will ensure a positive Co-op image by providing courteous, friendly, and efficient customer service to customers and team members by using the (S)mile (E)ngage (T)hank you approach.

Responsibilities:

I. SUPERVISION

- Assist the Grocery Manager to recruit, select, and hire qualified staff, in coordination with Human Resources Coordinator. Enforce development goals, mentor, and address performance issues with the Grocery Manager for department staff following policies and timelines.
- Enforce and model customer service standards, operational procedures and all store, safety and personnel policies. Ensure department staff is informed of storewide meetings, policy changes and upcoming events.
- Ensure Grocery Manager is aware of all performance related discussions with staff.
- Assist staff in directing the work of member volunteers.
- Work with the Education and Demo Coordinator to train, schedule and supervise member Volunteer in department.
- Must work some evenings and weekends for adequate support of all department staff, as needed.
- Participate in evaluations of all department staff members.

II. DEPARTMENT OPERATION

- Assist the Grocery Manager with all aspects of running the Grocery Department.
- Ensures all products are accurately entered into the POS and/or scale systems before being placed on the sales floor.
- Coordinates department or sub-department resets.
- Establish, implement and review ordering and stocking procedures.
- Ensure clear, attractive, well maintained signage throughout the department.
- Work with Buyers to ensure guidelines for product selection are followed.
- Ensure fully stocked and fronted store at all times, including endcaps and with special attention to presentation in all display areas; establish priorities for staff.
- Direct, supervise and collaborate Grocery Department staff members.
- Ensure that credits for mispicks and damaged goods are followed to resolution and receipt of accurate invoices for accounting are timely.
- Process special orders for the Grocery Department.
- Ensure accuracy for the Special Order Department.
- Know each Buyer's system for checking in orders.
- Reviews department activities and recommends changes in, or better utilization of

facilities, services, and staff.

- Oversees equipment and its maintenance and coordinates service when needed

III. PURCHASING

- In the absence of the Grocery Manager negotiate with suppliers for favorable prices and terms, quality and delivery. Assure compliance with all purchasing contracts.
- Ensure proper receiving by department staff according to established procedures.
- Ensure review of invoices for pricing and discount accuracy; ensuring accurate coding.
- Set pricing to meet margin goals; mark-down items as needed to reduce losses.
- Ensure that credit is received from suppliers where applicable for returned or low quality product. See that un-sellable items are recorded and properly disposed of.

IV. MERCHANDISING and INVENTORY SUPERVISION

- Help Grocery Manager supervise staff and member-workers. Ensure shelves/coolers are fully stocked and rotated to ensure freshness and turnover.
- Participate in re-setting department shelf sets, cross-merchandising as beneficial, in conjunction with other managers and the GM.
- Ensure proper handling of perishable foods to achieve maximum product quality, flavor, freshness, and food safety. Train staff and ensure that all items are handled as specific to their needs and are pulled by the expiration date. Maintain proper refrigeration and freezer temperatures.
- Help the Grocery team to minimize and track out-of-stocks, markdowns, and shrink. Use this data to analyze where loss is occurring; develop and implement solutions to prevent recurring losses.

V. CUSTOMER SERVICE

- Provide prompt, courteous on-floor assistance to customers in a friendly, helpful manner, by using OCCs S.E.T. guidelines.
- Provide customer assistance with product questions, Customer Comment Form and special orders. Delegate, research and follow through as needed.
- Work to maintain a clean, well-stocked, well-run store.

Other Tasks (as required)

- Provide leadership in emergency/accident situations, following store procedures and completing necessary forms.
- Maintain grocery retail and storage areas in clean, orderly condition, meeting health department standards
- Ensure security standards are followed for vendors and receiving areas
- Ensure department equipment is kept in working order.
- Complete other duties as assigned by General Manager.

General Employee Expectations

- Remain highly productive at all times and negotiate workload with supervisor to meet priorities and goals.
- Maintain a safe work environment (e.g. enforce safety protocols, address hazards, reduce clutter, take preventative measures, and provide training).
- Attend mandatory trainings and meetings, including out of town conferences.
- Follow OCC policies and procedures and Customer Service Standards
- Develop a good working knowledge of all products carried in our store
- Develop knowledge about Co-ops, working members, services and membership at OCC

- Maintain professional standards, i.e. punctuality, neatness, pleasant helpful manner
- Stay current with industry trends

Minimum Qualifications:

- High School diploma or equivalence
- Retail purchasing or merchandising experience – (preferred 2 years)
- Inventory control and financial management experience - (preferred 2 years)
- Supervisory experience: hiring, training, evaluating, coaching – (preferred 1 year)

Skills and Abilities:

- Ability to work closely and cooperatively with others
- Professional presentation of self and Co-op products
- Firm grasp of margin pricing.
- Organized, consistently follows through on commitments.
- Ability to ascertain and anticipate store needs
- Effective communication and listening skills
- Ability to work with, understand and motivate a diverse workforce
- Flexibility and dependability in the areas of workload and work hours
- Demonstrated ability to positively handle multiple demands in an often hectic environment
- Strong familiarity with Microsoft Office, particularly spreadsheet applications
- Willingness and ability to learn and grow to meet the changing requirements of the job
- Strong interest in Natural Foods required or previous natural Food experience, preferred

Physical Demands:

The physical effort typically applied in this job includes:

- Ability to lift and carry 50 lbs.
- Climbing stairs
- Ability to push/pull product on carts
- Ability to stand for long periods of time

(The job description does not constitute a written or implied contract of employment. Oneota Community Food Co-op reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.)

Job Description Approved By:

General Manager

Date

Job Description Received By:

Employee's Signature

Date