

**Oneota Food Co-op**  
**FRONT END ASSISTANT JOB DESCRIPTION**

**Job Title:** Front End Assistant Manager **Current as of:** 1/8/2016  
**Pay Grade:** Level V, Full-Time **FLSA Classification:** Non-Exempt  
**Supervisor:** Front End Manager **Incumbent:**

**Job Summary:** The Front End Assistant Manager is responsible for ensuring a positive customer experience and assisting in the training of Front End Staff. Basic accounting skills are required to assist in daily cash counting and problem solving register reconciliations. The Front End Assistant Manager supervises Cashier I and Cashier II positions scheduled in the front end of the store. 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. CASHIER DEPARTMENT AND CUSTOMER SERVICE DESK**

- Ensure accuracy and security of all cash received through front end, by upholding cash-handling procedures, checking cashier deposit paperwork and reporting to the Front End Manager cashiers/shifts with an over/short.
- Learn to troubleshoot POS system and work with buyers to ensure prompt correction of pricing and scanning problems.
- Ensure cashiers are aware of price changes, specials and store sales.
- Coordinate tasks and projects for cashiers when there are no customers to check out.
- Responsible for the Bulletin Board: putting up and taking down posters.
- Maintain the Lost and Found box- date items and remove after 1 month
- Make sure display racks are stocked and organized including newspapers, magazines, bags, candy, etc.
- Maintain the hold box- put notes on customer accounts to be sure they get them.
- Order supplies and bags; also make sure they are stocked in designated places
- Assist bookkeeping with any questions or procedures related to deposits and assisting with questions related to POS mistakes by cashiers.

**II. MANAGER ON DUTY**

- Take the lead role  
Work regular cashier shifts.
- Responsible for ensuring all duties are being completed.
- Show positive attitude and influence cashiers to be positive.  
Make sure schedules are followed and be responsible for sending cashiers on breaks at designated times.
- Work with Human Resource Coordinator to train staff in security procedures, (e.g. dealing with shoplifters, disorderly customers, robberies, etc.)
- Maintain list of repair and maintenance services for staff to call in her/his absence.
- Take on any other duties as assigned

### **III. SUPERVISION**

- Hire qualified applicants following established policy.
- Ensure on-the-job training.
- Recommend pay raises to the Front End Manager within department payroll budget and co-op pay scale.
- Document performance problems and work with the Front End Manager to take corrective action as needed following established policies.
- Ensure department staffs are informed of policy changes.
- Make adjustments in daily cashier schedules according to sales.

### **IV. GENERAL MANAGEMENT**

- Contribute to the Annual Business Plan by creating Front End objectives and tactics for staff to achieve.
- Perform other tasks assigned by General Manager.
- Act as the Manager on Duty in the absence of the General Manager, Human Resource Coordinator and Front End Manager.

### **QUALIFICATIONS**

- Supervision experience--hiring, training, evaluating.
- Experience developing systems and procedures.
- Experience serving the public; exemplary customer service skills
- Ability to handle multiple demands.
- Calmness under pressure.
- Ability to project an outgoing, friendly personality.
- Communications skills: good listening, clear instructions.
- Familiarity with natural foods.
- Attention to detail, accuracy.

#### **Other:**

- Willingness to work some weekends and cover any shifts that are not covered by cashiers.
- Regular, predictable attendance.
- Flexibility in schedule and weekend/evening coverage when job demands.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

#### **Physical Demands/Working Conditions:**

- Ability to sit, stand, walk for 8 hours/day, on average.
- Ability to lift up to 50 lbs.
- Ability to use hands for keyboard, pulling and pushing standard office supplies and carts for hauling product.
- Ability to bend, squat, reach on an occasional basis.

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*(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.)*

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**Job Description Approved By:**

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General Manager Date

**Job Description Received By:**

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Employee's Signature Date