



## Grocery Department Manager Job Description

### Position Summary

The Grocery Department Manager is responsible for overall operations of Astoria Co+op's grocery department. This position will manage department personnel and processes to ensure consistency in management practices, adherence to labor guidelines, and administration of policies and procedures. The Grocery Department Manager is responsible for department expenses, staff supervision and productivity, product selection, merchandising and inventory, cleanliness, profitability and customer service standards.

**Reports to:** General Manager

**Status:** Pay level III, hourly, full-time

**Supervises:** Specialty Buyer, Wellness Buyer, Grocery Clerks

### Position Responsibilities

#### CUSTOMER SERVICE

- Role model friendly, engaged customer service for staff and provide excellent internal service to staff and peers. Express a consistent willingness to share knowledge regarding nutrition and supplements with customers and co-workers.
- Maintain vision of the "big picture" for your department and the organization as a whole while simultaneously attending to details. Work with the GM to ensure department plans coincide with overall operational plans.
- Manage special orders in a timely and courteous manner. Phone members when special orders arrive. Have pricing ready for cashiers.
- Supports a customer feedback system that ensures messaging that is aligned with the marketing department and offers fast response times.
- Models, provides, and ensures our customers receive prompt, friendly, and courteous service. Assists as needed with customer service questions and resolves customer issues, concerns, and complaints. Provides training and coaching to staff as needed.
- Maintains a calm and friendly demeanor with unsatisfied and/or difficult customers.
- Reports customer suggestions, comments, or complaints to the appropriate departments or positions as necessary.

#### STRATEGIC DEVELOPMENT

- Under the direction of the General Manager and in concert with the Management Team, develop and manage departmental tactical plans, goals, and objectives aligned with the organizational Strategic Plan.
- Participates in the leadership of the Astoria Co+op as a member of the Management Team.
- Develop and/or support development of annual operational and financial plans and other reports and documents as needed.



## **DEPARTMENT OPERATIONS**

- Provides information for newsletters, promotions, and customers inquiries.
- Researches and develops a product line that is aligned with industry trends and with the co-op's values as they pertain to freshness, taste, and health.
- Develops professional relationships with suppliers and vendors in a manner that upholds the co-op's values; negotiates for favorable prices, terms, quality, and delivery to meet customer needs.
- Sets sales, margin, and labor budget goals and ensures department consistently meets goals.
- Develops and communicates department procedures for ordering, receiving, stocking, producing, and merchandising product.
- Conducts regular and/or periodic inventory counts, leads inventory counts for the grocery department, and participates in store-side cleaning as needed.
- Conducts pricing, product, and merchandising comparisons to ensure a competitive pricing strategy.
- Supports marketing initiatives and communicates them to grocery staff.
- Leads department category management and merchandising.

## **PROMOTIONS**

- Ensure the consistent execution and overall success of Co+op Deals and Co+op Basics promotional programs. Fulfill all requirements of the National Co+op Grocers program as they relate to promotional planning and implementation.
- Oversee or serve as the promotions liaison, the primary point of contact between the co-op and the National Co+op Grocer's purchasing team.
- Manage and make commitments for the New Item Program
- Run seasonal and holiday promotions, determine level of participation in cause promotions, sweepstakes, and other opportunities.

## **EMPLOYEE MANAGEMENT AND DEVELOPMENT**

- Schedule grocery department personnel within allotted labor budget and review timecards as needed.
- Establish clear expectations for direct reports and offer support to meet expectations.
- Create and facilitate training for new employees, new procedures, and customer service standards that enhance and build upon employee skills, knowledge and abilities.
- Interview and hire employees according to co-op procedures.
- Conducts regular performance evaluations.
- Manage work performance and conduct of personnel and uphold Astoria Co+op's Supervisor Performance Standards. Follows co-op guidelines for corrective action and staff recognition as needed.
- Facilitates regular team and/or department meetings.
- Ensures employee breaks are taken in accordance with Oregon law.

## **SAFETY AND SECURITY**



- Addresses safety and security concerns promptly.
- Works with the Management Team to implement and maintain strong departmental control measures.
- Communicates with General Manager regarding equipment repair or replacement needs.

### **OTHER RESPONSIBILITIES**

- Provides general store support and acts as a Manager on Duty as needed.
- Perform other tasks assigned by the General Manager.
- Attend Management Team meetings.
- Works some evenings and weekends.

### **QUALIFICATIONS**

- 2+ years of experience in management and/or supervision.
- 2+ years previous experience purchasing and/or merchandising product.
- Retail grocery experience
- Strong leadership and communication skills. Ability to communicate effectively and respectfully with people from diverse backgrounds.
- Excellent customer service skills.
- Ability to prioritize work tasks, multi-task, and maintain focus.
- Proven ability to set and achieve sales department and organizational goals.
- Proficiency with Microsoft Office software: Word and Excel.
- Ability to facilitate group processes.
- Ability to create, implement, and improve procedures.
- Desire to determine, foster, and develop the best qualities and contributions of department personnel.
- Travel may be required and may require overnight stays.
- Management experience in natural foods and/or cooperative environment
- Experience purchasing, handling, and/or merchandising perishable products.
- Interest or experience in natural foods and/or cooperative models.
- Associates Degree and/or equivalent 2 year degree from a technical and/or trade school.
- 2 or more years of experience with POS database software.

### **PHYSICAL JOB REQUIREMENTS**

The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be in assigned work area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.



- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

## **WORKING CONDITIONS**

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods including meats and seafood.
- Handling objects that have been handled by the public.
- Frequently performs work standing on cement floors at the cash register.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

\*\*Astoria Co+op is an equal opportunity employer and does not discriminate on the basis of race, religion, color, sex, age, national origin, disability, veteran status, or any other classification by law.