

FBFC Deli Manager

Purpose: To select, price and display products in Deli, Food Service, Cheese & Meat and to supervise department staff to meet objectives for sales, margin and customer service. The Deli Manager is directly responsible and accountable for the successful operations of the Deli Department.

Status: Reports to General Manager.
Supervises Deli Staff
May supervise worker owners



RESPONSIBILITIES:

SUPERVISION & LEADERSHIP

- Hire qualified applicants, following established policy.
- Ensure on-the-job training on store and personnel policies/procedures, safety issues, job task requirements, product knowledge, record keeping and customer service.
- Conduct performance evaluations annually and coaching reports as needed.
- Take disciplinary action as needed following established policies.
- Schedule staff hours within payroll allocation.
- Organize department meetings.
- Communicate clearly and respectfully to all staff.
- Develop teamwork within the department by maintaining a high level of 2-way communication.
- Work cooperatively with other departments to recognize our common goal of success for the whole store.
- Attend Management Team meetings, All-Staff meetings, trainings and other meetings as directed by the GM.
- Perform Manager on Duty shifts as assigned.
- Follow all health and safety regulations, as well as store policies and procedures.
- Perform other tasks assigned by General Manager.

FINANCIAL ACCOUNTABILITY

- Participate in setting sales, labor and margin goals for department.
- Review departmental financial reports showing sales, labor and margin, taking corrective action as needed.

PURCHASING

- Negotiate with suppliers for favorable prices, terms, quality, and delivery.
- Purchase products following the guidelines of the FBFC Product Policy (e.g., products to be de-emphasized, banned products)
- Research new or alternative sources of supply.
- Receive deliveries or oversee receiving, following established receiving procedures.
- Ensure accurate, up-to-date information on all the department's products to the Scanning Department. Enter new products and price changes promptly and accurately into scanning system.

MERCHANDISING

- Plan attractive displays, using color and texture to enhance.
- Ensure displays are well stocked and rotated.
- Price products to achieve margin and sales goals, while maintaining a competitive image.
- Select items for specials; mark down items as needed to reduce losses.
- Oversee all product promotion planning.
- Provide product information for customers, staff, newsletter, other publications and marketing.
- Provide clear, attractive and consistent signage.
- Set priorities for staff.

- Visit other stores for price comparisons, product and merchandising ideas.

DEPARTMENT MAINTENANCE & EXPECTATIONS

- Get credit from suppliers where applicable for returned, damaged, spoiled goods. Coordinate storage of items to be returned to suppliers. See that unsellable items are properly disposed of.
- Maintain display, backstock, receiving, production and storage areas in a clean and orderly condition.
- Participate in quarterly inventory counts. Conduct inventories as requested by the General Manager.
- Maintain department equipment in working order. Research and recommend major equipment repair or replacement. Arrange outside maintenance assistance as needed.
- Identify problems within their department and have the ability to either solve them, or bring proposals to the GM and Management Team.

CUSTOMER SERVICE

- Perform/demonstrate excellent customer service by implementing systems to promptly address requests, credits, special orders and questions concerning products and merchandising.
- Assist customers with questions and special orders. Offer samples and suggestions for purchase in a friendly, courteous manner.
- Answer and route phone calls, take and route messages as needed.
- Keep informed about membership issues and promote membership whenever possible.

Minimum Qualifications

- 2 years of experience in retail grocery industry required.
- Retail management experience preferred.
- Ability to read financial statements, (or at least a firm grasp of margin and pricing.)
- Familiarity with computers
- Communications skills--good listener, able to give clear instructions.
- Demonstrated ability to handle multiple demands.
- Direct supervisory experience--hiring, training, evaluating, directing.
- Demonstrated ability to follow through on commitments.
- Demonstrated ability to prioritize and work with minimal supervision.
- Demonstrated acceptance of responsibility and accountability
- Knowledge of natural foods industry

Employee Signature

Date