



Assistant Grocery Manager

Posting Date: 01/07/2019

Reports to: Grocery Manager

Hourly, Full-time

Linden Hills Co-op opened its doors in 1976, focused on positively contributing to the Linden Hills neighborhood. The primary catalysts of our inception were to create community and provide pure food options. Our store has remained small enough to meet your neighbors, yet big enough to meet your needs. We have sought to nurture strong ties to our community through our ample selection of locally made and raised foods and our community giving program. The co-op has always served as a gathering place; here to nourish bodies and lives.

Job Responsibilities:

This position is primarily responsible for assisting and working closely with the Grocery Manager with the day to day operation of the store to meet objectives for sales, margin, inventory, and customer service. This position will also be responsible for implementing strategies to improve customer service, drive store sales, and increase profitability and maintaining store appearance and product presentation to company standards by performing the following duties.

Essential Duties & Responsibilities:

CUSTOMER SERVICE

- Assists customers with questions, in prompt, friendly, courteous manner and refers them to others as necessary.
- Offers suggestions for purchases and ways to prepare products.
- Helps customers place and fill special orders.
- Models excellent customer service for the Store team.
- Ensures that department employees provide excellent customer service and receive appropriate customer service training.

PURCHASING

- Helps negotiate for grocery departments and products; favorable prices, terms, quality and delivery.

- Places regular orders to ensure steady supply of what customers want, and adequate supply for specials.
- Evaluates vendors and investigates new sources of supply as necessary. Presents to Grocery Manager for approval.
- Receives orders and obtains credits following established procedures.
- Ensures current, accurate prices are in scanning system, if not correct with scanning department.
- Participates in setting sales and margin goals for the department with Grocery Manager.
- Reviews financial reports with Grocery Manager and takes corrective action as needed.

STOCKING/MERCHANDISING

- Sets stocking priorities to ensure shelves are fully stocked and rotated for freshness.
- Stocks as needed.
- Maintains price guidelines to achieve margin goals.
- Visits other stores for price comparisons, product and merchandising ideas. Reads trade journals to keep abreast of developments in industry.
- Ensures informational signs and price labels/shelf tags are accurate, uniform and up to date.
- Plans department promotions with input from the Grocery Manager.
- Helps to plan and build endcaps and displays.
- Maintains storage system in backroom and overstock areas for all backend departments.
- Provides product information as needed for staff, customers, and newsletter.
- Ensures grocery departments are fully stocked, faced, and rotated, following established merchandising procedures.
- Keeps all supplies stocked and equipment in working order, communicates maintenance needs to the Grocery Manager.
- Assists Grocery Manager in the design and implementation of procedures for ordering, receiving, inventory tracking, and back room organization.

DEPARTMENT MAINTENANCE

- Ensures stocking is done accurately and efficiently.
- Ensures that department areas are in clean, orderly condition, meeting health department standards.
- Alerts manager, MOD or FC to potential shoplifters, disorderly customers or other emergencies.
- Supervises and follows up with all staff members.
- Plan, coordinate, and participates in quarterly inventories.
- Maintain department equipment in working order.
- Ensures compliance with company's safety practices and procedures, both throughout the store and within the department.

- Ensures that sales floor department shelves, displays, aisles, and storage areas are maintained in a clean, orderly condition, satisfying Health Department and store safety standards.
- Provides support to store employees during peak periods or when scheduling conflicts arise.
- Ensures safety of staff and customers, responds to emergencies and safety hazards.
- Ensures safety and quality of all grocery products by monitoring storage conditions, temperatures and shelf life; discounts short dated product.
- Ensures that unsellable items are returned for credit or disposed of following company procedures.

PERSONNEL

- Participates in hiring of qualified applicants following established policy.
- Helps facilitate on the job training
- Participates in conducting performance evaluations.
- Helps prepare schedule hours within payroll allocation set by Grocery Manager.
- Assist the Grocery Manager in Addressing performance and personnel issues in a timely manner and in adherence to company's policies.
- Assists the Grocery Manager as necessary to train, schedule, and maintain a qualified team.
- Conducts or assists in providing performance reviews of assigned staff.
- Documents personnel matters.
- Identifies training opportunities and coordinates needs with Grocery Manager.
- Ensures that all staff is thoroughly trained for the position they are filling.
- Meets labor, sales and margin goals determined in conjunction with the Store Manager.
- Maintains working knowledge of personnel reports, margin reports, weekly sales numbers and financial goals.
- Communicates relevant sales, margin and labor goals to team on a regular basis.
- Communicates standards, expectations, policy changes and product knowledge to team

OTHER RESPONSIBILITIES

- Performs other tasks assigned by Grocery Manager.
- Attends department and storewide meetings.
- Participates in all inventory counts.
- Assists with resets as needed.
- Communicates supplier issues and shelf/product needs to Grocery Manager.
- Receives orders, or ensures proper receiving in accordance with established procedures; maintains accurate receiving records.
- Coordinates returns and credits from suppliers where applicable; maintains accurate accounting of credit requests.
- Reviews invoices for accuracy.
- Supports the Grocery Manager as needed
- Carries out supervisory responsibilities in accordance with the organization's policies

and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

- Well-organized, pays attention to detail.
- Experience purchasing retail natural foods.
- Knowledge of trends in natural foods industry.
- Demonstrated ability to follow through on commitments.
- Communication skills- good listener, clear instructions
- Demonstrated ability to handle multiple demands
- Willingness to work one weekend day
- Willingness to work in cold, damp environments
- Ability to lift 50 lbs.
- Maintain confidentiality in sensitive matters
- Proven leadership ability to build, motivate and maintain staff

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); 2 years of college preferred. 3 years minimum experience required in a retail/grocery setting.

Environmental Conditions/Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to sit. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

How to Apply:

- Send your resume and/or cover letter to careers@lindenhills.coop
- Stop by the store and fill out an application

Note: This document describes the major responsibilities of a Linden Hills Assistant Grocery Manager. Management reserves the right to assign other duties as required to insure efficient store operations.