



JOB DESCRIPTION

Position Title:	Center Store Manager
Department:	Center Store
Reports To:	Store Manager
Supervises:	Center Store Buyers and Center Store Team
FLSA Status:	Exempt
Last Revised/Approved:	April 2021

Position Summary:

The Center Store Manager oversees all aspects of the Center Store Departments (including dairy, meat, refrigerated, frozen, bulk, bread, wellness, and beer & wine); hires and supervises qualified buyers, purchasing admin and operations staff. Buyers are to be responsible for selecting, ordering, pricing, merchandising and promoting items in accordance with the Co-op's mission and product selection guidelines; responsible for sales, margin, inventory and labor, as well as setting up accounts with vendors, farmers and food producers. Operations Staff are to receive product, stock shelves, monitor expiration dates, create and maintain store displays, provide a safe and welcoming customer experience.

Essential Duties and Responsibilities:

1. Maintains the highest level of customer service, ensuring that each customer has a positive experience; responds to customer suggestions, comments and complaints in a prompt and courteous way.
2. Supervises Department Buyers and Purchasing Administrator to:
 - a) Purchase items following customer preferences and product selection guidelines; participate in setting sales and margin goals for the department
 - b) Negotiate with suppliers for optimal prices, terms, quality and delivery.
 - c) Place orders and receives deliveries; coordinates returns and obtains credit from suppliers.
 - d) Plan and maintain attractive displays, ensuring displays and shelves are properly stocked and rotated.
 - e) Evaluate suppliers and investigate new sources of supply.
 - f) Work continuously to improve sales and inventory turns by evaluating products, sales trends and product placement.
 - g) Maintain accurate product pricing in the POS system, and ensure accuracy of all shelf tags, sale signs and all other promotional materials.
 - h) Purchase items for special promotions, ensuring proper stock levels for featured items; marks down and merchandise items as needed to reduce loss.
 - i) Attend Food Safety Training
 - j) Create Member Owner Sales
3. Supervise Operations Team to:
 - a) Accurately Receive Product
 - b) Maintain Safe and Orderly Sales Floor
 - c) Coordinate with Shift Leads Daily and Weekly Priorities
 - d) Report On backstock overage
 - e) Set Soon to Expire Item on Sale

- f) Participation in Operations Teams (Safety/Procurement/Training)
 - g) Onboarding new team members
 - h) Providing Training Opportunities (Coop U, Food Safety)
4. Visits other stores for price comparison as well as product and merchandising ideas.
 5. Coordinates product samples and suggestions for purchase and use.
 6. Coordinates with Deli Manager to facilitate use of product in menu selections, reducing department product loss.
 7. Organizes department and buyers' meetings.
 8. Implements procedures to ensure all operations within the Department meet applicable food safety standards; ensures department shelves, displays, aisles and work and storage areas are in clean and orderly condition, meeting health department and ADA standards.
 9. Ensures department equipment is in working order; advises Store Manager of equipment problems or needs.
 10. Communicates the needs of the department to the Store Manager.
 11. Acts as a member of the Co-op's Management Team, supervising overall store operations; attends management, department and storewide meetings.
 12. Participates in quarterly inventory counts which take place outside of regular hours.
 13. Attends management, department and storewide meetings.
 14. Serves as opening and closing manager
 15. Performs the usual duties of a manager, including interviewing, hiring, scheduling, training, delegating, supervising, and evaluating assigned employees, holding staff meetings, resolving employee issues, ensuring a safe work environment, and complying with all policies and procedures; keeps staff informed of storewide meetings and policy changes.
 16. Communicates directly with customers to resolve issues and answer queries. Utilizing face to face interaction, as well as other forms of correspondence.

Non-Essential Duties and Responsibilities:

1. Acts as Promotions Liaison to National Co-op Grocers.
2. Attends the annual four-day Convergence Conference held in Minneapolis each year.
3. Perform additional duties as assigned.
4. Actively participates in the day to day operations of the entire store.
5. Attend additional training as recommended

General Expectations

1. Be committed to the Co-op's Mission, Vision and Values.
2. Provide the highest level of customer services possible.
3. Follow established policies and procedures and comply with all safety requirements.
4. Communicate in an open, respectful and honest manner with everyone, inside and outside the organization.
5. Communicate proactively with the Store Manager regarding work flow, problems, suggestions, etc.
6. Attend team and staff meetings as scheduled.
7. Contribute to a positive, team-oriented work environment.
8. Be punctual for scheduled work and use time appropriately.
9. Perform required amounts of work in a timely fashion with a minimum of errors.
10. Be neat and maintain personal appearance and hygiene as appropriate to the position.
11. Adhere strictly to confidentiality of customer, co-worker and internal business information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent 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 regularly required to speak or listen, stand (most of the time), walk, bend, stoop, crouch, twist, climb, and reach overhead and forward with hands and arms. Must be able to lift and carry up to 50 pounds on a regular basis. Hand and finger dexterity, motor control and eye/hand coordination is needed. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a fast-paced retail environment, requiring the ability to work well with others in a shared office, backroom, and walk-in refrigeration and freezer spaces. Must be able to endure working in a cold environment for extended periods of time. This position includes significant sales floor and customer interaction time. Must be able to endure the stresses of dealing with the public. Must be available to work a varied schedule, including nights, weekends and holidays.

Qualifications Needed for Position:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least two years of prior retail management experience required, preferably in a retail grocery environment.
- Experience purchasing and merchandising in a retail setting.
- Supervisory experience: hiring, training, evaluating and giving clear directions.
- Proven success in creating and maintaining an exceptional customer service experience.
- Ability to lead others and take initiative in a fair and cooperative manner.
- Solid computer skills. Proficiency with the MS Office Suite, especially Excel, is required.
- Supervisory experience: hiring, training, evaluating and giving clear directions.
- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail.
- Creative thinking and problem-solving abilities.
- Willingness and ability to learn and grow to meet changing job requirements.

Education Requirements: The following education requirements are considered essential:

- Associated degree or business management training.
- Knowledge of current trends in the natural foods industry.
- Knowledge of applicable health and food safety standards.

**** All requirements and skills are considered to be essential, unless otherwise indicated. ****

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date