

Center Store Purchasing Manager

Center Store Department, Belfast Cooperative

FLSA STATUS/PAY LEVEL: Nonexempt/4

REPORTS TO: Operations Manager

JOB SUMMARY: Responsible for managing & supervising Center Store Buyers and all aspects of Center Store product purchasing. Including ensuring maximum sales, bottom line profitability, merchandising, category management, record keeping and staff development. Maintains, grows, and runs a successful department while ensuring the morale of employees and upholding the vision and ends statement of the Co-op.

WORKS CLOSELY WITH: Department Managers, Human Resources Manager, Marketing Manager

SUPERVISES: Center Store Buyers

JOB SPECIFIC RESPONSIBILITIES - all responsibilities listed are considered essential functions of the position.

- **Oversee CS promotions and sale processes in keeping with store promotions plan**
- **Participates in and schedules staff for quarterly inventory**
- **Supervises CS Purchasing staff to ensure consistent training and performance that meets current organizational needs**

GENERAL DEPARTMENT MANAGER RESPONSIBILITIES - all responsibilities listed are considered essential functions of the position.

CUSTOMER SERVICE

- **Ensures excellent internal and external customer relations** by modeling friendly, engaged customer service, and by providing appropriate leadership, technical, and customer service training to all employees. Responds promptly and professionally to concerns, complaints, and requests.
- **Reviews department policies, procedures, and logistics to ensure a customer-friendly shopping environment.** Ensures that co-op practices are well-communicated to customers, that requests for compliance are made respectfully, and that all staff communicate department and store-wide practices in a manner that is respectful of both the customer and the co-op.

FINANCIAL PRACTICES

- **Attains maximum operating results for department** by developing, implementing, and attaining approved budgets [sales objectives, margins] which are consistent with short and long range goals and plans. Maintains a working knowledge of personnel reports, margin reports, weekly sales numbers, and financial goals.
- **Keeps accurate records.** Maintains all departmental records, including financial records, vendor information, internal forms.

PERSONNEL

- **Selects, trains, and schedules employees** determines labor budget based on labor expense to sales ratios. Recruits and selects well qualified employees for all positions. Hires, trains, and supervises with the goal of ensuring management succession. Ensures that employees receive proper technical and customer relations training. Provides and maintains job descriptions for all department positions. Organizes schedule and daily activity to ensure maximum productivity and efficiency. Ensures coverage of all departmental shifts.
- **Develops and maintains useful departmental training materials** coordinates with department trainers to ensure that training materials are useful, up-to-date, and engaging. Coordinates with HR to ensure proper documentation of trainings, and training requests.
- **Carries out supervisory responsibilities in accordance with Co-op policies and applicable laws.** Plans, monitors, and evaluates employee performance during probation periods and at regular intervals thereafter; recognizes and rewards strong performers; actively addresses performance and personnel issues in a timely manner; administers proper disciplinary action for employees when necessary; follows good documentation practices; ensures that employees adhere to dress and hygiene standards.
- **Fosters staff engagement in department operations** by regularly communicating department financials such as relevant sales, margins, and labor goals, as well as standards, expectations, policy changes, and product knowledge to staff.

MERCHANDISING

- **Ensures that department is merchandised purposefully and attractively** by working with Buyers, coordinating with the Receiving Room Manager and Marketing Department to ensure accurate, attractive signage, optimal product placement, and implement effective promotional programs.
- **Category management** Selects products to meet customer demand by identifying a product mix to meet sales and margin goals, and satisfy customer demand. The correct product mix is identified through retail statistics, feedback from staff, customers, suppliers, competitive products and price checks, and the Manager's professional observation and experience.
- **Ensures optimal inventory levels are maintained** by determining optimal levels based on sales data, anticipating seasonal sales, rotating product to ensure quality, and adjusting product mix as indicated.
- **Builds and maintains excellent relationships with vendors**, ensuring that vendors are aware of and abide by product policies, delivery guidelines, and [invoice standards].

GENERAL EXPECTATIONS - all staff are expected to practice the following:

- **Accuracy in time reporting** minimal errors in electronic time reporting; begin work immediately after punching in.
- **Regular and predictable attendance** adhere to scheduled shifts; communicate anticipated schedule changes according to department procedure.
- **Respond to challenging situations in a positive, professional manner** - document challenges, propose new ideas and suggestions for improvement.
- **Safe work practices** follow store-wide and department specific safety policies and procedures.

- **Professional customer service** provide consistently excellent service to internal and external customers.
- **Efficiency** - complete goals and work plan tasks in a timely manner, meeting established deadlines.
- **Keep current on all Co-op policies and procedures** - demonstrate knowledge of policies and procedures by adhering to them.
- **Initiative** recognize and meet needs; does not wait for direction to address a recognizable situation.
- **Uphold the missions and values of the Belfast Co-op** - act in support of management decisions, voicing concerns in an appropriate manner.
- **Actively participate in meetings following established ground rules.**
- **Teamwork** - promote cooperative efforts, open communication, and trust.
- **Communication** - demonstrate a willingness to communicate and cooperate with co-workers, supervisors, subordinates, and/or outside contacts in a timely and appropriate manner.
- **Performs other duties as assigned.** Performs tasks outside of regular job responsibilities as requested. Accepts assigned tasks with professionalism, and completes them to the standard of a regularly assigned task.

MINIMUM QUALIFICATIONS (knowledge, skills, and abilities)

- Effective communication skills; ability to work closely and cooperatively with others.
- Experience supervising and managing staff, preferably in a food service or retail setting.
- Ability to work effectively as a member of a team and establish and maintain cooperative working relations with peers, employees, vendors, and the public.
- Ability to adjust approach to individual staff with diverse backgrounds, and to work with them in a fair, supportive, and cooperative manner.
- Ability to analyze and anticipate situations, define problems and objectives, recognize alternatives, and formulate solutions, including implementing new systems and protocols.
- Demonstrated flexibility and excellent organizational skills with ability to prioritize work, function independently, and remain calm and focused under stress.
- Time management skills sufficient to independently establish priorities and complete critical tasks in a timely manner, with appropriate attention to detail.
- Ability to ensure compliance with applicable laws and Co-op guidelines, policies, mission, goals and practices.
- Commitment to identifying customer needs and maintaining and supporting the Co-op's customer service vision.
- Ability to exercise good judgment and discretion in handling confidential materials and matters.
- Experience working with computers, such as email and word processing.
- Demonstrated ability to follow through on commitments.
- Ability to work a flexible schedule to meet the needs of the business; some early mornings, evenings, holiday, and weekend shifts required.

PREFERRED QUALIFICATIONS

- Knowledge of the Cooperative Principles and Cooperative Business module.
- Experience working with ECRS Catapult and Timeclock Plus.
- Experience with POS and spreadsheet programs sufficient to communicate and prepare reports with accuracy, and in a timely manner.
- Familiarity with natural foods; basic understanding of retail concepts and of retail industry.
- Ability to interpret budgets and margin requirements.

PHYSICAL DEMANDS AND WORK ENVIRONMENT (in a usual workday)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, sit, walk, use hands to handle, feel, and for fine manipulation. The employee is frequently required to reach with hands and arms; climb or balance; bend, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Tasting and smelling abilities are required occasionally to distinguish with a degree of accuracy differences or similarities in intensity or quality of flavors and/or odors. While performing the duties of this job, the employee is frequently exposed to cold temperatures in a walk-in refrigerator and walk in freezer. The noise level of the work environment is usually moderate. The employee must be able to maintain focus in a busy office environment.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than the “at will” relationship.

Reviewed with employee by

Signature: _____ Name
(print): _____

Title: _____
Date: _____

Received and accepted by

Signature: _____ Name
(print): _____

Title: _____ Date: _____

The Belfast Co-op is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.