

GROCERY ASSISTANT MANAGER JOB DESCRIPTION

Purpose: To assist the Grocery Manager in all aspects of the department, including purchasing and merchandising designated, meeting objectives for sales, margin and inventory turns. To keep designated sections fully stocked and to provide prompt, friendly, courteous customer service, and to fill in for the Grocery Manager as needed.

Status: Reports to Grocery Manager/Operations Manager
Helps Supervise Grocery staff and buyers
Works closely with all floor staff
Pay Level III

CHEQUAMEGON CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF

- **Provide excellent customer service to our shoppers, making the customer's needs your priority whenever on the sales floor or answering the phone.**
- **Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.**
- **Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.**
- **Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.**

Responsibilities:

CUSTOMER SERVICE

- A. Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- B. Offer suggestions for purchases and ways to prepare products.
- C. Assist customers placing special orders.
- D. Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
- E. Encourage non-members to join, explain benefits of membership and sign up new members, ensuring complete information on application.
- F. Answer phone calls and route messages as needed.
- G. Provide assistance with special orders and other customer service issues.

STORE MAINTENANCE

- A. Clean up spills, remove trash and recycling promptly, break down cardboard for recycling, sweep and mop floor.
- B. Keep shelves, coolers, bins and backstock in clean orderly condition. Dust and clean shelves and product when stocking.
- C. Use equipment safely. Monitor cooler and freezer temperatures. Advise department managers of equipment problems.

PURCHASING

- A. Place orders to ensure appropriate supply of products for everyday and specials sales.
- B. Receive orders following established procedures.
- C. Calculate prices for special orders and notify customers of delivery.
- D. Make suggestions for products to add or discontinue to Grocery Manager.
- E. Ensure purchase commitments and are given to Grocery Manager in a timely fashion.

RECEIVING

- A. Check deliveries to verify piece count and notify purchaser of discrepancies.
- B. Check for damage and unacceptable quality, notify purchaser of problems.
- C. Help with unloading as needed.
- D. Sign for deliveries with appropriate adjustments noted on invoice and route invoice to buyer.
- E. Rotate overstock into storage.
- F. Update stocking list as orders come in.

MERCHANDISING

- A. Maintain attractive, fully stocked and rotated (and faced, where applicable) sections, (bins, freezers, coolers). Stock in other areas of store as time permits.
- B. Ensure accurate, uniform and up-to-date department signs per sign policy, by requesting from designated staff members in timely manner and following up to ensure task has been completed.
- C. Provide product information to customers, staff and for the newsletter.

DEPARTMENT MAINTENANCE

- A. Ensure that unsellable items are returned or otherwise properly disposed of, following established procedures. Keep accurate shrinkage records when necessary.
- B. Ensure that department areas (aisles, shelves, bins, and storage areas) are in clean, orderly condition, minimally (exceeding is a positive) meeting health department standards.
- C. Prepare for and participate in department inventory counts.
- D. Maintain department equipment in working order. Monitor cooler and freezer temperatures (where applicable) and follow established procedures for handling breakdowns. Advise Grocery Manager or Operations Manager of equipment problems or needs.
- E. Follow safe working practices.

OTHER RESPONSIBILITIES

- A. Review departmental financial reports (sales, margin, turns) with Grocery Manager and take corrective action as needed/instructed.
- B. Train other staff in grocery stocking and other department procedures.
- E. Perform other tasks assigned by Grocery Manager.
- F. Attend department and storewide meetings
- G. Supervise stockers, receivers, and other department staff as needed.
- H. Works Manager on Duty and Personal Shopper shifts as assigned.

QUALIFICATIONS

- Experience serving the public.
- Well-organized, pays attention to detail.
- Ability to project friendly, professional outgoing personality.
- Good written and verbal communication skills.
- Accuracy, attention to detail.
- Ability to handle multiple demands.
- Ability to stay calm under pressure.
- Ability to walk, stand and move for long periods.
- Ability to lift 50 lbs. throughout the day.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.
- Available to work nights and weekends.
- Some degree of proficiency with Excel, Word, and Outlook
- Desired: Familiarity with natural foods.