



# MARIPOSA

## FOOD CO-OP

## 2019 Job Description

<b>POSITION TITLE</b>	GROCERY DEPARTMENT MANAGER
<b>COMPENSATION</b>	Level 5 \$18-\$22/hr DOE to start, 20% store discount, accrued Paid Time Off, eligible for company benefits after 90 days
<b>STATUS</b>	Non-exempt, hourly
<b>HOURS</b>	FULL TIME, 35-40 HOURS/WEEK
<b>EXPECTED START DATE</b>	EARLY SEPTEMBER 2019

**JOB SUMMARY** The Grocery Department Manager manages and leads all aspects of the Grocery Department including profitability, staff supervision, customer service, productivity, and department conditions. In addition, the Grocery Department Manager supports and advances Mariposa's dedication to social justice, food justice, and access to healthy and sustainable food through product selection, communications, and internal leadership. This position will set up Mariposa for continuing success in the local market by ensuring that the Grocery Department is competitive and able to accommodate the changing needs of consumers and employees alike. The Grocery Department Manager reports to the General Manager and is part of Mariposa's leadership team.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Department Operations
  - In conjunction with General Manager, sets department's annual budget.
  - Sets sales, margins, and labor goals in alignment with budget and industry standards; evaluates product mix, monitors progress, and ensures that Grocery department consistently meets its goals.
  - Develops, refines, and communicates department procedures for all aspects of departmental operations including (but not limited to) ordering, receiving, stocking, and merchandising.
  - Oversees and participates in periodic inventory counts.
  - Ensures competitive pricing; conducts pricing, product, and merchandising comparisons.
  - Develops relationships with suppliers; supports Buyers in negotiating with suppliers for favorable prices, terms, quality, and delivery.
  - Purchase items following product selection guidelines and strategic plan.
  - Refines Mariposa's Buying Guidelines as needed to ensure that they support the co-op's business needs and mission; supports Buyers in aligning purchasing with Guidelines, sales trends, and operational needs.
  - Provides product information for promotions and advertising; collaborates with Marketing & Purchasing team to identify new cost-effective promotional opportunities.
  
- Staff Management and Supervision
  - Supervises work performance, output, and conduct of Grocery Department (buyers, stockers/receivers, etc.) to ensure compliance with policies, procedures and Mariposa's expectations.
  - Creates and implements department performance monitoring and assessment tools.
  - Models supportive and participatory leadership, promotes team building, increases accountability, and motivates staff to achieve goals.
  - Works with Buyers to create trainings for Grocery staff about product handling processes; conducts some trainings; coaches Buyers on how to train staff.
  - Ensures that all department staff receive appropriate onboarding, training, and feedback to perform their jobs.
  - Conducts regular department meetings.
  - Facilitates and conducts routine performance evaluations.
  - Schedules department staff in alignment with labor budget and department's operational needs.
  - Determines hiring needs in accordance with labor budget and operational needs; facilitates hiring process in conjunction with Staff Support/HR Manager.
  - Implements performance management tools (including but not limited to coaching, disciplinary action and termination) as needed and in accordance with Mariposa policies.

- Maintenance, Safety, and Security
  - Ensures that all Grocery staff learn and use safe practices on the job.
  - Collaborates with Facilities Coordinator to ensure that department and back-stock areas are maintained in a clean and orderly manner which is in compliance with all applicable laws, regulations, and guidelines.
  - Monitors condition of departmental equipment and furnishings; researches and recommends repair or replacement as needed.
  - Addresses safety and security concerns promptly and using appropriate channels.
  - Follows established policies when handling problematic customers and/or suspected shoplifters; holds department staff accountable for same.
- Customer Service
  - Knows, upholds, models, and enforces Mariposa's customer service expectations.
  - Supports staff as needed to resolve customer issues, concerns, and complaints in a calm and friendly manner.
  - Provides coaching, counseling, and/or corrective action to improve future customer service experiences.
  - Proactively and responsively develops departmental customer service practices to address new challenges.
- Communication & Collaboration
  - Communicates honestly and professionally in a manner that shows mutual respect for all employees.
  - Collaborates with leadership from other departments.
  - Resolves conflicts respectfully and directly with individuals in a timely manner and asks for assistance from appropriate personnel as needed.
  - Participates actively in department and all-staff meetings and/or retreats.
  - Accepts and offers feedback and suggestions openly and in a manner that respects the inherent value of the individual.
- Other
  - Supports Mariposa Food Co-op's mission to provide greater food access to our community.
  - Works to proactively live out Mariposa's values of inclusion, anti-oppression, and anti-racism specifically.
  - Employs a leadership style that encourages and empowers other staff.
  - Actively listens to new ideas and encourages team to achieve self-sufficiency when possible.

#### **REQUIRED EXPERIENCE, SKILLS, AND ABILITIES**

- 5+ years experience in Grocery Retail Management.
- 5+ years experience managing teams of 12-20 staff.
- Advanced knowledge with Microsoft Office (especially Excel!), Gmail, Google Drive, and POS database systems.
- Experience creating annual budgets within a retail setting; experience monitoring and analyzing sales data such as profit margin, sales trends, etc.
- Attention to detail, especially with regard to pricing and financials, is a must.
- Proven experience working with the natural foods industry; knowledge of relevant terms, classifications and practices.
- Excellent spoken and written communications skills with the ability to tailor communications to different contexts; comfortable with public speaking.
- Ability to exercise good judgement at all times.
- Creative problem solving skills.
- Demonstrated experience working effectively with diverse teams.
- Ability to speak, listen, and learn during frank conversations about systemic oppressions.
- Excellent customer service skills.
- Strong organizational skills and a demonstrated sense of urgency.
- Ability to learn and meet the fluid requirements of the job.

#### **ADDITIONAL EXPERIENCE, SKILLS, AND ABILITIES**

- Experience designing, constructing and maintaining product displays
- Experience with category management
- Experience with co-operative business models and elements of democratic workplaces such as: using consensus, interpersonal mediation, grievances, collectives

- Knowledge of or experience with regional food co-ops and/or regional natural foods supply chains
- Familiarity with food justice issues

**ESSENTIAL PHYSICAL REQUIREMENTS**

- Must be able to lift and carry up to 50lbs as needed throughout the day.
- Must be able to walk, stand, bend, climb stairs/ladders, and reach for extended periods of time.
- Must be able to work in cold, wet, and enclosed environments for extended periods of time.
- Fine motor skills required to operate tools, devices, and computers.
- Adjustable vision focus needed for reading detailed pricing information on screens or paper.
- Must be able to operate light equipment such as freight lift.

*This position description is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties, as assigned, might be part of the job.*