



Title	Grocery Manager
Department	Grocery
Manager	Store Operations Manager
FLSA Status	Exempt
Pay Level	V
Author/Revision Date	WW/4.17.2019

Job Description

Purpose of Position

The Grocery Manager supports the Grocery team in providing an exceptional customer experience while also managing the product integrity, pricing, margin and merchandising. The Grocery Manager must also be able to fulfill the responsibilities of the Grocery Operations Manager and Buyer roles as needed.

Essential Functions of all Oryana Positions

- Provides exceptional customer service to internal & external customers, both in person & via phone:
 - Responds promptly and honestly to customer inquiries.
 - Greets customers with a smile and friendly demeanor.
 - Communicates respectfully.
- Wears any Oryana required uniform (nametag, apron, chef coat, etc.) so as to be easily identifiable to customers and able to work safely (hair covering, closed toed shoes, etc.)
- Asks for help from co-workers and provides help to customers and co-workers as needed.
- Works efficiently and safely.
- Takes initiative and works as a part of a team.
- Approaches work with a positive attitude.
- Collaborates with others to find solutions and accepts solutions once determined.
- Continues to learn and develop knowledge as it relates to the position, co-op, and industry.
- Demonstrates regular and dependable attendance.
- Follows department procedures and SOPs.

Essential Functions of all Oryana Leadership Team positions:

- Maintains an awareness of Oryana as an entire organization and collaborates with others on how individual changes/operations within a department can affect the rest of the organization.
- Models exceptional customer service to internal & external customers, both in person & via phone.
- Assists in the creation and development of departmental targets. Manages department to meet departmental and store-wide goals.
- Maintains working knowledge of reports and metrics.
- Relays information to and from the Leadership Team concerning operations. Ensures use of departmental communication tools to communicate other topics staff need to know in accordance with Oryana's Communications SOP.
- Ensures the smooth operation of department functions.

- Manages department staff, either personally or through delegating responsibilities listed below as needed:
 - Administers employee policies to maintain consistency throughout the department and store.
 - Ensures, encourages, and provides staff training and/or training opportunities as it relates to the position, co-op, and industry.
 - Ensures timecard approval for payroll and the creation of staff schedules in accordance with established timeframes.
 - Participates in hiring process for department staff.
 - Conducts performance evaluations and pay increases, addresses complaints, and resolves problems with staff in a timely manner.
 - Conducts performance improvement meetings and follows up with staff as necessary.
 - Ensures staff work in a safe manner.

Essential Functions of Grocery Manager Position

- Manages merchandising activities within the Grocery department.
- Manages margin control and product pricing.
- Conducts periodic price comparisons at local competitors.
- Updates product pricing in coordination with the IT/POS Coordinator.
- Meets with sales/vendor reps and attends non-local tradeshow and broker meetings.
- Plans departmental promotions.
- Upholds Oryana's Purchasing Guidelines.
- Serves as the Promotions Liaison with NCG (National Co-op Grocers).
- Other duties may be assigned.

Additional Functions of Grocery Manager Position

- Supports the store by driving the forklift as needed.
- Ensures department and store conditioning are exemplary.

Essential Knowledge, Skills and Abilities

- Proficient computer skills, primarily MS Excel, to create formulas and use margin/metric tools.
- Prior supervisory experience.
- Ability and willingness to work some weekends and/or evening hours.

Preferred Knowledge, Skills and Abilities

- Prior grocery experience.
- Familiarity with Oryana product offerings.

Physical Demands and Work Environment

- Ability to regularly move/transport up to 25 lbs., and occasionally up to 50 lbs.
- Ability to move in between different areas of the building, including stairs and ladders.
- Ability to position self to reach shelves and place/adjust items at levels from the floor to above the head.

This job description is a general description of job functions. It is not intended to describe all duties someone in this position may perform. All employees of Oryana are expected to perform tasks as assigned by leadership, regardless of job title or routine job duties. Oryana reserves the right to revise this job description at any time and to require employee to perform other tasks as circumstances or conditions of its business operations or work environment change.

- Ability to observe customer/co-worker needs; product defects/irregularities; and potential hazards.
- Ability to recognize and distinguish barcodes and/or dates on product packaging.
- Ability to operate equipment including a phone system, computer, and box cutters.
- Ability to communicate and exchange information, including the ability to collect/record information.
- Regular exposure to common food allergens.
- Regular exposure to cold conditions, including coolers and freezers.

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