



FRONT END MANAGER JOB DESCRIPTION

PURPOSE: To oversee operations of a natural foods front of house to meet the Co-op's goals for sales, margin, labor and customer service, ensuring that the department contributes to the financial and social best interest of the Co-op. To promote the Co-op in accordance with its principles both in-store and in the community.

STATUS: Reports to General Manager
Pay Level Level IV
Supervises Front End Staff

RESPONSIBILITIES:

- I. Customer Service
 - a. Treat people fairly, consistently and with respect.
 - b. Ensure efficient, informative and friendly service according to established customer service vision and standards.
 - c. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
 - d. Ensure that communications are clear, direct and respectful
 - e. Ensure the integrity of Bluff Country Co-op's values in decision-making and interactions with others.
 - f. Act as a model to all employees following the employee handbook.
 - g. Provide attentive and courteous customer service
2. Front of House Operations
 - a. Set performance, productivity, and service standards for all department staff.
 - b. Evaluates department conditions and operations to determine strengths and areas for improvement; reinforce strengths while developing and implementing improved practices and procedures.
 - c. Ensures that all department areas are clean, well ordered, safe for customers and staff, and meet health standards.
 - d. Ensures that unsellable items are returned or otherwise properly disposed of, following established procedures.
 - e. Monitor cooler and freezer temperatures, inform departments of concerns, follow established procedures for repairs.
 - f. Ensure accurate execution of marketing and promotional strategies by Front End staff.

3. Supervision
 - a. Employ the integrity of Bluff Country Co-op's values and Manager's Code of Conduct in decision making and interacting with others.
 - b. Hire qualified applicants following established policy.
 - c. Ensure on-the-job training.
 - d. Organize meetings of department staff and communicate policy changes.
 - e. Document performance problems, provide coaching, feedback, and disciplinary conversations with staff.
 - f. Conduct performance evaluations and take corrective action as needed, up to and including termination.
 - g. Recommend pay raises within the department payroll budget and co-op pay scale.
4. Safety & Security
 - a. Ensure department's compliance with all state and federal food safety laws.
 - b. Maintain department equipment in working order. Troubleshoot problems and arrange for repairs following established procedures.
 - c. Assure department's compliance with all policies in the Co-op's Safety & Security binder.
5. Other Duties
 - a. Participate in Management Team meetings as requested and storewide meetings.
 - b. Procure and maintain current Food Manager Certification with the State of Minnesota.
 - c. Serve as Manager on Duty as needed.
 - d. Visit other stores for price comparisons, product and merchandising ideas for the Front End department.
 - e. Work with the Owner Services Coordinator as needed for Owner Drives, Owner Appreciation and other events or cashier training related to ownership.
 - f. Perform other tasks assigned by the General Manager.

QUALIFICATIONS

- Supervision experience--hiring, training, evaluating.
- Experience developing systems and procedures.
- Experience serving the public; exemplary customer service skills
- Ability to handle multiple demands.
- Calmness under pressure, with ability to follow procedures in high-pressure situations.
- Ability to project an outgoing, friendly personality.
- Excellent communication skills with customers and co-workers: good listening, clear instructions.
- Familiarity with co-op products.
- Attention to detail, accuracy.
- Willingness to work weekends and evenings and regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.