



MANAGER ON DUTY JOB DESCRIPTION

Purpose: To ensure store security, prompt, friendly, courteous customer service and smooth store operations during designated shifts by maintaining a constant management presence in the store.

Status: Reports to Front End Manager

Pay Level III

Part time to Full time maintaining a minimum of 8 MOD shifts per month.

RESPONSIBILITIES:

CUSTOMER SERVICE

1. Respect each other, suppliers, and owners/customers shopping at the Co-op.
2. Display a helpful attitude toward both customers and staff.
3. Respect diversity and encourage all types of people to work and shop at the Co-op.
4. Appreciate positions and perspectives of others.
5. Maintain a positive attitude.
6. Maintain a positive work ethic and stay on task.
7. Exercise good hygiene and proper food handling procedures.

OPERATIONS

1. Provide support for cashiers including back-up cashiering and covering breaks.
2. Find replacements for workers who call in sick and facilitate covering shifts for late or no-show workers.
3. Communicate daily with management and other staff to determine and delegate work priorities
4. Maintain security of the store during shift. Ensure that the store is opened and closed following security procedures.
5. Keep the store in clean and orderly condition. See that spills and other hazardous conditions are cleaned up.
6. Troubleshoot equipment breakdowns during shift as needed, using established procedures.
7. Deal with shoplifters, disorderly customers, medical emergencies in accordance with established procedures.
8. Manage orderly evacuations and protections in the case of storms or floods, using established procedures.
9. Manage snow removal as needed, following established procedures.
10. Other duties as assigned by the Front End Manager.

SUPERVISION

1. Observe the status of each department, trouble shoot, and report discrepancies, out-of-stocks, performance problems or other relevant conditions to staff responsible for that department. Follow up with department managers as needed.
2. Conduct regular store walk-throughs to ensure customer service standards are being met.
3. Provide direction to staff and stockers as needed and monitor performance. Pass on needed information to Manager on Duty and/or Floor Manager who's on the following shift.
4. Maintain open and productive relationships with other staff.
5. Delegate tasks to other staff as needed.

PHYSICAL REQUIREMENTS:

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be present and working in an assigned area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder frequently.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision, and depth perception.
- Ability to read register screen and product and shelf labels.

WORKING CONDITIONS:

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet, or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods.
- Handling objects that have been handled by the public.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

QUALIFICATIONS

- Strong communications skills: good listening, gives clear instructions.
- Experience serving the public.
- Ability to handle multiple demands.
- Calmness under pressure, with the ability to follow procedures in high-pressure situations.
- Ability to project an outgoing, friendly personality.
- Familiarity with the co-op's products, procedures and policies.
- Regular, predictable attendance.

Employee Signature: _____

Date: _____

Printed name: _____