

**CITY CENTER MARKET
FRESH DEPARTMENTS MANAGER
JOB DESCRIPTION**

- Purpose: To oversee all aspects of fresh department operations including customer service, purchasing, vendor activity, receiving, stocking, and merchandising. To meet objectives for sales, margin, labor and customer service for the fresh departments. (Fresh departments include: Produce, Cheese, Dairy, Meat).
- Status: Reports to General Manager
Full-time

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

II. FRESH OPERATIONS

- A. Maintain product inventory consistent with our store brand, product selection policies and customer preferences.
- B. Maintain firm control of purchasing to ensure that sales, margin and inventory goals are met.
- C. Ensure that store inventory and displays are full and beautiful. Placing orders for the departments
- D. Ensure that invoices are processed in an accurate and timely manner and according to our accounting procedures.
- E. Handle out-of-stocks, mispicked, short-dated, and missing items according to established procedures. Ensure that applicable credits are obtained.
- F. Ensure accurate and up-to-date product and pricing information is entered in the POS system in a timely manner.
- G. Work with other staff and buyers to ensure that special orders are processed in a timely and accurate manner.
- H. Prepare regular promotional offerings and select, price and merchandise items to enhance sales, margin and store image.
- I. Research new and/or special products and meet with sales representatives and brokers regularly. Negotiate for favorable prices and terms.
- J. Utilize standard category management practices to help inform purchasing decisions.

- K. Work with local producers whenever possible to maximize the availability of local produce.
- L. Work with deli department to coordinate use of shrunk produce whenever possible, and to promote produce items.
- M. Conduct periodic price and product surveys of identified competitors and other co-ops.

III. MERCHANDISING

- A. Build and maintain displays that enhance the beauty of fresh products, attract customer attention, and are easy to shop.
- B. Ensure the freshness of produce by storing, displaying, and culling produce in the most appropriate manner.
- C. Work with the Marketing Assistant to develop and implement attractive, organized, and well-signed displays to enhance store brand and meet sales and margin goals.
- D. Maintain consistent, accurate and attractive product and price signage in good condition according to store branding standards.
- E. Coordinate product demonstrations and sampling on a regular basis.
- F. Provide printed information for staff and customers on product ingredients, nutritional attributes and preparation guidelines.

IV. PERSONNEL

- A. Supervise Co-Op staff in a manner that achieves effective and enthusiastic job performance.
- B. Maintain control of scheduling so as to meet labor budget and sales per labor hour goals.
- C. Utilize and regularly update fresh department procedures and systems, and corresponding worksheets.
- D. Hire qualified applicants following established procedure.
- E. Ensure on-the-job training of all new store staff, and ongoing training for all store staff.
- F. Conduct performance evaluations and pay reviews according to established schedule and guidelines.
- G. Take corrective action as needed following established policy.
- H. Maintain communication with staff through regular meetings and correspondence.
- I. Act as Person-in-Charge (PIC) of shifts as needed and scheduled.

V. DEPARTMENT MAINTENANCE

- A. Maintain display and storage areas in a clean and orderly condition. Meet and exceed health department standards.
- B. Maintain an efficient plan for backstock storage and ease of restocking.
- C. Schedule regular and thorough cleanings of department equipment and fixtures.
- D. Work with General Manager to coordinate routine repairs and maintenance for grocery department equipment and fixtures.

VI. PLANNING

- A. Plan for seasonal inventory purchases in a timely manner.
- B. Set department sales, margin and labor goals as needed for store budget and business planning.
- C. Plan promotions
- D. Participate in store budget preparation.

- E. Maintain knowledge of trends in the natural foods and cooperative industry.

VII. OTHER

- A. Be present at staff chats on a weekly basis and regularly communicate to staff on the status of backstock, cleaning needs and schedules, etc.
- B. Participate in quarterly storewide inventory counts.
- C. Attend and participate in Management Team meetings.
- D. Work with management directives as assigned and in support of the General Manager.
- E. Attend department meetings, storewide meetings, and training as scheduled.
- F. Represent CCM at community events and meetings as requested.
- G. Participate in NCGA peer group meetings and report to General Manager, department managers and staff as appropriate.
- H. Perform other tasks assigned by General Manager.

DESIRED SKILLS AND EXPERIENCE

- Previous department management experience; experience in retail grocery preferred
- At least 1 year recent supervisory experience
- Self-directed, creative, independent, thoughtful
- Excellent communication skills; including good listening skills and ability to provide clear direction, both written and verbal
- Demonstrated team-building skills
- Ability to handle and prioritize multiple demands
- Good computer skills including word, spreadsheet and database systems
- Thorough understanding of retail financial systems
- Knowledge of natural and organic foods, industry and trends
- Willingness and ability to grow and change to meet the changing requirements of the job

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer system and POS system
- Ability to read, count and write to accurately complete all documentation
- Ability to move or handle merchandise throughout the store including in coolers and freezers
- Ability to reach, bend, twist, rotate and kneel frequently
- Ability to stand for extended periods of time
- Ability to lift 50 pounds