

**CITY CENTER MARKET
DELI MANAGER
JOB DESCRIPTION**

Purpose: To oversee production of prepared foods to meet department goals for sales, margin, labor expense and customer service, and to develop sales to new markets. Focus on: sales (including catering), production, efficiency, appearance, customer service.

Status: Reports to General Manager
Full-time
Supervises Assistant Deli Manager, Deli Associates, Baker
Pay Level IV, hourly

Benefits: Competitive Wage
Health, Vision, and Dental Insurance
20% Discount
Paid Time Off
Bonus Eligible

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. DELI OPERATIONS

- A. Plan and implement monthly and seasonal menus and specials that are consistent with our store brand, product selection policies, and customer preferences.
- B. Maintain firm control of purchasing and production to ensure that sales, margin and inventory goals are met.
- C. Monitor production levels in order to minimize out-of-stocks and shrink.
- D. Ensure that recipes are prepared in a consistent and high quality manner.
- E. Ensure that all food is prepared and stored in a sanitary and food-safe manner, in accordance with Health Department regulations.
- F. Ensure accurate and up-to-date product and pricing information is entered in the POS system in a timely manner.
- G. Respond to special orders and catering requests on a timely basis. Ensure that these orders are prepared as requested. Promote and increase special orders and catering requests.
- H. Research and develop new recipes to provide both variety and consistency of deli offerings.

- I. Ensure that foods for various dietary preferences are consistently included in our menu (e.g. vegetarian, vegan, gluten-free, etc.)

III. MERCHANDISING

- A. Maintain clean, attractive, organized and well-signed displays at all times.
- B. Implement a deli sampling program so that samples are offered on a consistent basis, coordinated as much as possible with other store departments.
- C. Provide accurate product information for menus, promotions, customer inquiries and general distribution.

IV. PERSONNEL

- A. Supervise Deli 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. Prepare, implement and regularly update deli department handbook.
- D. Hire qualified applicants according to established procedures.
- E. Ensure accurate and consistent on-the-job training of all deli staff.
- F. Conduct performance evaluations and pay reviews according to established policy.
- G. Take corrective action as needed following established policy.
- H. Maintain effective communication with staff through meetings, notes, etc.

V. DEPARTMENT MAINTENANCE

- A. Ensure that the kitchen and all kitchen equipment is maintained in a clean and orderly condition at all times, meeting Health Department standards.
- B. Ensure that display and storage areas are maintained in a clean and orderly condition, meeting Health Department standards.
- C. Work with the General Manager to coordinate routine repairs and maintenance for deli department equipment and fixtures.

VI. PLANNING

- A. Plan for seasonal menus in a timely manner.
- B. Set department sales, margin and labor goals as needed for store budget and business planning.
- C. Participate in store budget preparation.
- D. Maintain knowledge of trends in the natural foods and cooperative industry.

VII. OTHER

- A. Participate in quarterly storewide inventory counts.
- B. Work with management directives as assigned and in support of the General Manager.
- C. Attend and participate in Management Team meetings.
- D. Attend department meetings, all-staff meetings and training as scheduled.
- E. Represent CCM at community events and meetings as requested.
- F. Participate in NCGA peer group meetings and report back to General Manager, department managers and staff as appropriate.
- G. Perform other tasks assigned by General Manager.

DESIRED SKILLS AND EXPERIENCE

- Flexible schedule. Available mornings, afternoons, evenings, nights, weekends, and holidays.

- Experience running a food service business or department
- Certified in Food Safety/Food Protection
- At least five years supervisory experience
- Self-directed, creative, independent, thoughtful
- Excellent communication skills; including good listening skills and ability to provide clear direction, both written and verbal
- Strong leadership skills, including demonstrated team-building skills
- Demonstrated ability to handle and prioritize multiple demands
- Good computer skills including word, spreadsheet and database systems
- Thorough understanding of retail financial systems
- Familiarity with natural foods and dietary preferences (vegetarian, vegan, low-fat, wheat-free, etc.)
- 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
- Manual dexterity with hazardous equipment, including knives
- Ability to lift 50 pounds