CITY CENTER MARKET
food co-op & deli

PERISHABLES LEAD

JOB DESCRIPTION

Purpose:

To manage inventory, stocking, and operations for the Frozen, Dairy, Refrigerated, Meat, and Cheese departments. To assist the Grocery Manager in meeting objectives for sales, margin, and labor for these categories. To act as the Person-in-Charge when needed and supervise staff on shift.

Status:

Reports to Retail Merchandise Manager, Grocery Manager
Full-Time
Pay Level III, hourly

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are always well served.

1. Actively interact with customers in the aisles daily so that each customer feels welcome, looks forward to returning, and has their needs met.
2. Perform the tasks assigned to this position in an exceptional manner.
3. Actively educate yourself about our products, natural foods, nutrition, and food preparation to best answer customer questions.
4. Assist Department Managers with providing staff members with product training that can be translated easily to customers.
5. Use your time at work productively and efficiently to spend as much time as possible with customers and so that business resources are well used.
6. Able to clearly explain Co-op Ownership and actively promote its benefits.
7. Handle unplanned situations calmly and in alignment with City Center Market policies.

II. DEPARTMENT OPERATIONS & INVENTORY

A. Handle out-of-stock, mispicked, short-dated, and missing items according to established procedures.
B. Review invoices for accuracy and communicate to the Grocery Manager and credits to ensure they are obtained when appropriate.
C. Act as the primary point person responsible for all daily in-store inventory management across the Frozen, Dairy, Refrigerated, Meat, and Cheese departments/categories.
D. Ensure complete and consistent shelf-stocking. It is the Perishables Lead's direct responsibility to assure that the sales floor remains fully stocked at all times, minimizing out-of-stocks, and ensuring no product category or specific inventory item is ever skipped or overlooked.
E. Maintain strict oversight of backstock and overstock. Maintain complete awareness of every item currently in overstock. Ensure that all overstock is kept in a highly orderly fashion and is worked onto the sales floor regularly and efficiently.
F. Execute proper product rotation and merchandising, ensuring all perishable products are strictly rotated to minimize shrink and are merchandised attractively to meet store standards.

G. Place orders as assigned and requested by the Grocery Manager so that out-of-stocks are kept to a minimum and excessive inventory is avoided.
H. Handle out-of-stock, mispicked, short-dated, and missing items according to established procedures.
I. Review invoices for accuracy and ensure that credits are obtained when appropriate.
J. Process paperwork for orders placed and received according to established procedures.
K. Regularly check in with the Grocery Manager & Merchandise Manager to stay up to date on sales, events, projects, and keep them informed on current inventory.

III. LEADERSHIP & PERSONNEL

A. Act as Person-in-Charge (PIC) as needed and scheduled.
B. Assist the Grocery Manager and Retail Merchandising Manager in ensuring that store inventory and displays are full and beautiful.
C. Provide clear work direction and supervise staff to foster an enthusiastic and effective team. Ensure the store remains clean, full, and customer-focused, while effectively managing and executing your own primary responsibilities
D. Provide on-the-job training for all new staff as well as ongoing training for current staff.
E. Assist Department Managers in taking corrective action as needed following established policy.

IV. MERCHANDISING

A. Assist with maintaining displays, product areas, and signage in attractive and clean condition.
B. Assist the Retail Merchandise Manager in selecting and merchandising items to enhance sales, margin, inventory turns and store image.
C. Ensure regular product demos and sampling.

V. DEPARTMENT MAINTENANCE

A. Ensure that storage and display areas are maintained in a clean and orderly condition, meeting health department standards.
B. Maintain and execute an efficient plan for backstock storage and ease of restocking.
C. Monitor cooler and freezer temperatures and follow established procedures for handling breakdowns.
D. Coordinate maintenance of department equipment and advise the Grocery Manager of equipment and repair needs.

VI. OTHER

A. Assist with quarterly inventory counts.
B. Respond to back-up cashier calls and act as back-up cashier as necessary.
C. Attend department meetings, storewide meetings, and training as scheduled.
D. Perform other tasks assigned by any member of the Management Team

DESIRED SKILLS AND EXPERIENCE

- Previous department management experience; experience in being a team leader in retail grocery preferred.
- At least 1-year recent supervisory experience.
- Self-directed, creative, independent, and thoughtful.
- Excellent communication and customer service skills.
- Demonstrated attention to detail and good organizational skills.
- Demonstrated leadership skills and/or capacity to continue to develop these skills.
- Ability to prioritize tasks and handle multiple demands while remaining calm under pressure.
- Knowledge of natural and organic foods, industry, and trends.
- Willingness and ability to grow and adapt 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 work in a cold environment (coolers and freezers).
- Ability to frequently bend, stoop, reach, and crouch.
- Ability to stand for prolonged periods of time.
- Ability to frequently lift 75 pounds.