



Deli Manager

Providence, RI

Full Time, Hourly

Purpose: To operate a service deli and cheese department to meet objectives for sales, margin and customer service. This position reports to the General Manager.

Responsibilities:

I. SERVICE DELI

- A.** Select, prepare, and supervise deli staff in preparing, deli offerings to provide both variety and consistency.
- B.** Research and develop new recipes, based on local seasonal offerings.
- C.** Establish procedures for pricing dishes to meet margin goals, and for marking down items to reduce losses.
- D.** Ensure accurate up-to-date records of cost of preparing deli items.
- E.** Ensure prompt, friendly, courteous customer service.

II. MERCHANDISING

- A.** Plan attractive displays with uniform signage; ensure displays are fully stocked and rotated to ensure freshness.
- B.** Visit other delis for price comparisons, ideas for displays and products.
- C.** Oversee Cheese Buyer in providing wide variety of cheese cut to order and pre-cut, in fully stocked, attractive, accurately signed displays. Assign deli staff hours to ensure full supply of cut and wrapped cheeses.
- D.** Ensure accurate, up-to-date price labeling of deli items.
- E.** Provide product information for customers and staff.
- F.** Attend Marketing Team meetings to plan promotions, cross-merchandising and advertising.

III. PURCHASING (For deli products produced outside)

- A.** Negotiate with suppliers for favorable prices, terms, quality, delivery of cheese and deli items.
- B.** Evaluate suppliers and investigate new sources of supply.
- C.** Receive orders, or ensure proper receiving by deli staff.
- D.** Coordinate returns and credit from suppliers where applicable.

- E. Review invoices for accuracy, break into inventory categories, and pass to bookkeeping for payment.

IV. DEPARTMENT MAINTENANCE

- A. Ensure food prep and display areas are maintained in sanitary, orderly condition meeting health department standards.
- B. Ensure proper storage and labeling procedures.
- C. Participate in periodic inventory counts.
- D. Ensure adequate amounts of deli supplies.
- E. Maintain department equipment in working order. Research and recommend major equipment repair or replacement.

V. PERSONNEL--for Cooks, Dishwasher/Prep Cooks, Assistant Deli Manager, Cheese Buyer:

- A. Hire qualified applicants following established policy.
- B. Ensure on-the-job training.
- C. Conduct performance evaluations.
- D. Recommend pay increases within department budget.
- E. Take disciplinary action as needed following established policy.
- F. Schedule hours for deli department within payroll allocation, and review time cards.
- G. Organize department meetings.

VI. OTHER

- A. Perform other tasks assigned by General Manager.
- B. Participate in setting sales and margin goals for department.
- C. Review departmental financial reports, (sales, labor, margin, turns) and take corrective action as needed.
- D. Attend Management Team meetings.

Qualifications:

- ❖ Experience running restaurant, food service, catering or deli.
- ❖ Familiarity with natural foods.
- ❖ Experience serving the public.
- ❖ Communications skills--good listener, clear instructions.
- ❖ Demonstrated ability to follow through on commitments.
- ❖ Demonstrated ability to handle multiple demands.
- ❖ Concrete ideas for how to operate a service deli at the co-op.
- ❖ Supervisory experience--hiring, training, evaluating, directing.
- ❖ Ability to read financial statements, (or at least a firm grasp of margin pricing)
- ❖ Regular, predictable attendance.

At Urban Greens, we're a food co-op that's owned by members of the community and we're always seeking to create an environment that welcomes and represents every individual. That's why we're proud to be an equal opportunity workplace and an affirmative action employer.

Ready to apply? Submit an application at UrbanGreens.com/jobs.