



Front End Manager

Providence, RI

Full Time, Hourly

Purpose: To oversee operations of the front end department to ensure prompt, friendly, courteous customer service, accurate cash handling, store security, and smooth store operations. To assist with the proper maintenance of store facilities. To support the mission and the Ends policy of the Co-op. This position reports to the General Manager.

Responsibilities:

I. CUSTOMER SERVICE

- A.** Greet customers, smiling and making eye contact. Assist customers with questions, in prompt, friendly, courteous manner, referring them to others when necessary. Communicate these policies and expectations to staff.
- B.** Assist other departments as appropriate to ensure the highest possible store operations and customer service. Communicate these policies and expectations to staff.
- C.** Handle unplanned situations calmly, smoothly and in alignment with pre-established policies. Communicate these policies and expectations to staff.
- D.** Model exceptional customer service skills and communicate expectations to staff.
- E.** Provide staff with the tools required to ensure the highest level of service possible to our shoppers.
- F.** Provide product information and educational materials to customers and staff.
- G.** Work with Leadership Team to establish customer service expectations and procedures, and ensure staff is trained in them.

II. FRONT END

- A.** Ensure smooth operations of the Front End with the support of the MOD's.
- B.** Set accuracy and labor goals for department, review weekly, monthly and quarterly reports and plan corrective action as needed.
- C.** Hold regular Front End department and MOD meetings.
- D.** Develop and implement approved short and long range department goals.
- E.** Maintain Front End logbook.

III. STAFF/EMPLOYEE SUPPORT

- A.** Schedule Front End personnel within allotted Front End labor budget and review timecards as needed.

- B. Ensure accuracy and security of all cash handling.
- C. Deal with shoplifters, disorderly customers, medical emergencies following established procedures.
- D. Ensure that store is opened and closed following established procedures.
- E. Communicate with MOD's regarding store status and projects.
- F. Do back-up cashiering in busy periods and as needed to cover absences.

IV. PERSONNEL

- A. Hire and evaluate all Front End personnel.
- B. Ensure on the job training of all Front End personnel.
- C. Develop and maintain training materials for Front End positions.
- D. Help to develop and motivate employees. Model a superior and professional work ethic.
- E. Maintain communication with all staff members through regular correspondence.
- F. Train staff members in security procedures (shoplifters, robberies, disorderly customers).
- G. Maintain familiarity with product selection and store operations including standard and closing procedures for all departments.

V. STORE MAINTENANCE AND OPERATIONS

- A. Ensure systems and training of MOD program, including troubleshooting equipment breakdowns, maintaining the store in a clean and orderly condition, and handling unplanned situations calmly, smoothly, and in alignment with pre-established policies.
- B. Manage general upkeep of front end equipment.
- C. Assist in the maintenance of the Point-Of-Sale system.
- D. Ensure maintenance of the exterior of the store including sweeping, trash, and snow removal as needed.

VI. OTHER RESPONSIBILITIES

- A. Perform other tasks assigned by General Manager.
- B. Participate in meetings and activities of Leadership Team.

Qualifications:

- ❖ Experience serving the public.
- ❖ Commitment to co-op mission and values
- ❖ Ability to handle multiple demands and stay calm.
- ❖ Ability to project an outgoing, friendly personality.
- ❖ Communications skills: good listening, clear instructions.
- ❖ Familiarity with natural foods.
- ❖ Attention to detail, accuracy.
- ❖ Willingness to work a flexible schedule including regular evening and weekend shifts.

- ❖ Supervisory experience.
- ❖ Demonstrated problem solving skills and mechanical and technical aptitude.
- ❖ Experience developing systems and procedures.

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.