



# **Grocery Manager**

## **Providence, RI**

### **Full Time, Hourly**

**Purpose:** To oversee the selection, pricing, promotion, and stocking of grocery and perishables products to meet co-op goals for sales, margin, turns, labor and customer service. Keep retail and work areas maintained and in a clean, safe, orderly condition. Support the mission and the Ends policy of the Co-op. This position reports to the General Manager.

#### **Responsibilities:**

##### **I. CUSTOMER SERVICE**

- A.** Greet and assist customers with questions, in prompt, friendly, courteous manner, referring them to others when necessary.
- B.** Model exceptional customer service skills and communicate expectations to staff.
- C.** Provide staff with the tools required to ensure the highest level of service possible to our shoppers.
- D.** Provide product information and educational materials to customers and staff.
- E.** Assist other departments as appropriate to ensure the highest possible store operations and customer service.

##### **II. PURCHASING/RECEIVING**

- A.** Set procedures for ordering, receiving and stocking.
- B.** Collaborate with operations manager to ensure appropriate support from pricing and receiving coordinators.
- C.** Ensure credits are received.
- D.** Ensure accurate, up-to-date records of waste and shrink.
- E.** Evaluate suppliers and investigate new sources of supply within co-op product policy.
- F.** Purchase for special deals and promotions. Ensure timely and adequate supply of promoted products.
- G.** Coordinate periodic price surveys of identified competitors.
- H.** Ensure appropriate product mix within established product policy guidelines.
- I.** Keep write offs and waste to a minimum.
- J.** ENSURE 90% STOCK AVAILABILITY AT ALL TIMES!!!

##### **III. PLANNING**

- A. Work with General Manager to set sales, margin and inventory turn goals for departments. Review weekly, monthly and quarterly reports and plan corrective action as needed.
- B. Meet with General Manager and Marketing Manager quarterly to develop marketing plans.
- C. Set sales, margin and inventory turn goals for departments. Review weekly, monthly and quarterly reports and plan corrective action as needed.
- D. Participate in planning changes in store layout and product locations for merchandising and ease of shopping and stocking.
- E. Develop and implement approved short and long range department goals.
- F. Ensure out of stock notification system is accurately maintained.

#### **IV. MERCHANDISING**

- A. Build end caps and special displays. Coach Department staff members in merchandising.
- B. Ensure quality demo program.
- C. Ensure appropriate signage and shelf tags at all times.

#### **V. STOREKEEPING AND DEPARTMENT MAINTENANCE**

- A. Ensure staff trained in process of checking in deliveries accurately and efficiently.
- B. Maintain good communications with front end staff regarding refunds and returns with possible product quality issues.
- C. Ensure displays are fully stocked, rotated, fronted and faced.
- D. Set stocking priorities for department staff.
- E. Ensure the safety and wholesomeness of all products in the grocery department by monitoring storage conditions, temperature and shelf life.
- F. Maintain adequate supplies for grocery department.
- G. Keep department equipment in working order.
- H. Coordinate quarterly inventory.

#### **VI. PERSONNEL**

- A. Hire qualified applicants following established policy.
- B. Ensure on-the-job training.
- C. Conduct regular performance evaluations and pay reviews.
- D. Take disciplinary action as needed following established policy.
- E. Ensure staff hours are scheduled within payroll allocation.
- F. Develop and motivate employees. Model a superior and professional work ethic.
- G. Maintain communication with grocery department staff through regular meetings and correspondence.

#### **VII. MISC.**

- A. Perform other tasks assigned by General Manager.

**B.** Attend Management Team meetings.

**Qualifications:**

- ❖ Experience purchasing and merchandising for a department in a natural food store.
- ❖ Supervisory experience: hiring, training, evaluating, giving directions.
- ❖ Ability to read and interpret financial reports.
- ❖ Organized, consistently follows through on commitments.
- ❖ Knowledge of current trends in natural foods industry.
- ❖ Communications skills--clear directions, good listener.
- ❖ Ability to lift 50 lbs repeatedly on a shift.
- ❖ Able to work in extreme cold conditions

*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](http://UrbanGreens.com/jobs).**