



Deli Supervisor - Job Description

Status

- Reports To: Deli Manager
- FLSA Status: Non-exempt, Pay level III, 40 hours/week
- Supervises: Deli & Kitchen Staff

Purpose

The Deli Supervisor oversees customer service operations of the deli and cheese departments. They are responsible for full- and self-service deli displays, “grab-and-go” and “to-order” production, soup, juice, and coffee bar sales. They coordinate with the Kitchen Supervisor, Cheese Buyer, and Deli Manager to set sales and labor goals.

Essential Responsibilities and Functions

CUSTOMER SERVICE

1. Uphold and model Customer Service Program: Provide prompt, friendly and courteous customer service to customers and staff, including waiting on customers and responding to phone calls.
2. Answer customer questions, complaints and feedback. Take steps to ensure the needs of customers are met in a timely fashion.
3. Offer samples, suggestions and product information to customers.
4. Provide information about deli food attributes, ingredients, and preparation.
5. Respond to customer needs and/or complaints and offer assistance.
6. Maintain familiarity with all areas of the store in order to best assist customers.
7. Respond to requests from customers to research product availability, price and quality issues.
8. Have a working knowledge of products and services the entire store offers.

FOOD PREPARATION

1. Prepare deli category foods (sandwiches, salads, juice, etc.) efficiently and correctly.
2. Set deli priorities, schedule deli prep goals, and supervise deli servers.
3. Comply with health and safety regulations for production, holding, handling, and labeling.
4. Promote communication in the deli that leads to productive, safe work.
5. Ensure that deli equipment is in working order and is properly used.
6. Maintain reports of deli and cheese department waste.

PURCHASING & PRICING

1. Follow trends, do market research and use SPINS as applicable to ensure optimal product mix and pricing.
2. Work proactively in coordination with the Deli Manager and Kitcher Supervisor to get items Owners and customers want and need at competitive prices.
3. Negotiate with suppliers and brokers for favorable pricing, terms, quality and delivery.
4. Develop and maintain purchasing relationships with local businesses.
5. Maintain accurate pricing for profitability and price image. Ensure accurate costs, margins and data in Point of Sale (POS) system.



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6. Ensure timely response, ordering and processing of special orders for department.
7. Coordinate periodic inventory counts.

MERCHANDISING & PROMOTIONS

1. Oversee the Deli floor plan and regulate department access to all display areas.
2. Maintain attractive displays and cases with accurate tags and sale signs, coordinate end-cap designs and ensure ordering of sufficient merchandise to stock sets for duration of display to maintain an impression of abundance.
3. Work with Marketing Manager to ensure accurate, up-to-date product signage.
4. Attend merchant/buyers meetings to plan storewide promotions and merchandising.
5. Read industry and trade journals.
6. Visit other stores for price comparisons, product and merchandising ideas.
7. Provide product information to customers, staff, and submit periodic department-related articles to the Co-op's newsletter, e-news, website, etc.
8. Work with other store departments to maintain a coherent store image.
9. Ensure that product ingredients are accurately labeled.
10. Maintain refrigeration, wrapping systems, deli slicer, and other department equipment.

DEPARTMENT OPERATIONS

1. Ensure that unsellable items are recorded and returned or disposed of following established procedures.
2. Keep accurate records as directed by bookkeeping and/or General Manager.
3. Ensure that department areas (aisles, shelves, bins, displays and storage areas) are in clean, orderly condition meeting Health Department and customer service standards.
4. Serve as main contact for department-related recalls. Notify Marketing Manager, pull product, install signage and follow up with vendor (credits, etc).
5. Maintain department equipment in working order. Advise Deli Manager of equipment problems or needs.

LEADERSHIP/SUPERVISION

The following are done in coordination with the Deli Manager and Human Resources Manager:

1. Hire qualified applicants following established policy.
2. Conduct and document performance evaluations, performance issues and take corrective as needed following established policies.
3. Schedule Deli Department staff as per predetermined guidelines to meet departmental goals.

The following are done autonomously, and reported to the General Manager and Human Resources Manager:

1. Organize meetings for department staff.
2. Conduct coaching sessions and document content on appropriate forms with direct reports.
3. Train and develop department staff as necessary to accomplish desired outcomes and document for HR files.
4. Supervise Deli Department Staff workflow as per predetermined guidelines to meet departmental goals.
5. Effectively manage through clear, direct, and respectful communications.



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6. Model organizational service goals and standards.
7. Manage staff to ensure desired organizational and departmental customer service standards are met.

OPERATIONS MANAGEMENT

1. Adhere to Co-op Team Code of Conduct.
2. Communicate relevant decisions and information from Co-op Teams to department staff.
3. Participate in development of operating budgets with Deli Manager for store as pertaining to Deli Department, including monthly and yearly plans with goals for sales, profitability, and inventory turns.
4. Track and review financial reports of department performance (sales, margin, turns) with Deli Manager. Set goals and take corrective action as needed.
5. Strive for continuous improvement.

Perform other duties as assigned.

Working Conditions

- Frequently performs work in a retail grocery store, including squeezing through small spaces with limited clearance.
- Frequently works with kitchen equipment, knives, ovens, stoves, etc.
- May work in temperature extremes (walk-in freezer, frozen or hot parking lot, hot kitchen, etc.).
- Utilizes hand trucks, pallet jacks, grocery carts, box cutters, electronic ordering devices.
- Utilizes office machines, computers, fax machines, scanners, photocopiers, telephone and public address systems.
- May come into contact with hazardous materials in relation to cleanliness of Deli and Kitchen areas.
- Moderate noise level.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Ability to analyze, collect and research data and read reports; fierce attention to detail.
- Mathematical Skills -Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.



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- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Teamwork – Balances team and individual responsibilities; contributes to building positive team spirit; supports everyone’s efforts to succeed.
- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; remains open to others & ideas and tries new things.
- Organizational Support – Follows policies and procedures; supports organization’s goals and values.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Problem Solving – Identifies and resolves problems in a timely manner; works well in group problem solving situations; has a cooperative spirit; ability and authority to plan work, meet deadlines and coordinate time sensitive activities across personnel in multiple departments.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Computer literacy - ability to regularly use computers for ordering, scheduling, maintenance of organizational content on shared drives.
- Oral Communication – Responds well to questions; participates in meetings.
- Safety and Security – Observes safety and security procedures.
- Attendance/Punctuality – Is consistently at work and on time.

MINIMUM QUALIFICATIONS

- At least two years’ experience with food service and merchandising, preferably in a natural grocery environment.
- Firm grasp of margin, pricing and inventory control.
- Willingness and ability to learn to meet the changing requirements of the job.
- Able to work weekends and/or evening shifts.
- Possession of State of Michigan Safe Food Handler certificate, or ability to obtain it within the first 90 days of employment.
- Two years of supervisory experience in a food service setting.

PHYSICAL QUALIFICATIONS

- Ability to use computer keyboard, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 20 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to sit, stand, walk for long periods of time.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder occasionally.
- Ability to reach above shoulder height occasionally.



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- Ability to use fine motor skills for typing, grasping, chopping, manipulating objects with fingers.
- Ability to read and interpret small print and alphanumeric product codes.
- Ability to work overnight shifts as required.
- Ability to work weekend and non-business hour shifts as required.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and standard kitchen measurements.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use vision for reading of UPC codes, sequences of numbers, flyers, promotional materials, etc.

PREFERRED QUALIFICATIONS

- Previous education, experience , training or leadership in food service is preferred
- Interest in moving to a broader position as the store and department grows into the future.

Disclaimer

This job description is a representative, but not exhaustive list of tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances of its business or work environment change.