



Grocery Coordinator - Job Description

Status

- Reports To: Retail Manager
- FLSA Status: Non-exempt
- Supervises: Retail Specialists, Retail Cooperators

Purpose

To lead the Co-op's Grocery operations, including: Beer/Wine, Brewing Supplies, Grocery, Frozen, Dairy, Bulk, Coffee/Tea, General Merchandise, and Spices, within the Retail team to support the Co-op's overall growth and development. Serves as a Manager On Duty for the retail floor. Supervises team to meet objectives for product selection, sales, margin, labor and customer service. Coordinates an excellently merchandised and accurately priced Grocery department with a product mix that meets customers' needs, meets Co-op purchasing guidelines, and contributes to the financial best interest of the Co-op. Works cooperatively with members of the public, vendors, and staff and strives to keep a positive, solution oriented work and shopping environment.

Essential Responsibilities and Functions

CUSTOMER SERVICE

1. Role models outstanding and advanced internal and external service.
2. Fulfills and oversees other team members' completion of daily and periodic cleaning tasks.
3. Ensures timely processing of special orders for department.
4. Upholds and models Customer Service Pledge.
5. Maintains familiarity with all areas of the store in order to best assist customers.
6. Responds to requests from customers to research products.

PURCHASING & PRICING

1. Works with Retail Manager to ensure strategic and replenishment purchasing.
2. Ensures reception of orders and obtains credits.
3. Does market research and uses SPINS to ensure optimal product mix and pricing.
4. Serves as a contact for product recalls.
5. Ensures that unsellable items are recorded and disposed of or returned.
6. Works proactively to get items Owners and customers want at competitive prices.
7. Negotiates with suppliers and brokers for favorable pricing, terms, quality and delivery.
8. Develops vendor relationships with local businesses.
9. Maintains accurate pricing for profitability. Ensures accurate costs, margins and data in Point of Sale (POS) system.
10. Coordinates periodic inventory counts.

MERCHANDISING & PROMOTIONS

1. Oversees the Grocery department.
2. Coordinates area floor plan and strategically utilizes end-caps and displays.
3. Conducts periodic category resets.



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4. Maintains attractive displays and accurate shelf/bin tags and sale signs and ensures ordering of sufficient merchandise to stock sets for duration of display.
5. Ensures accurate, up-to-date product signage; coordinates departmental sales and sale changeovers.
6. Negotiates with brokers and manufacturers to support regular product demos.
7. Attends trade shows as assigned; reads industry and trade journals.
8. Visits other stores for price comparison, product and merchandising ideas.
9. Provides product information to customers, staff, and submits department-related articles to the Co-op's newsletter, e-news, website, etc.

DEPARTMENT OPERATIONS

1. Works and supervises Cooperators and Specialists in a manner that supports department financial performance.
2. Works as a peer in the Retail team with the Wellness and Front End Coordinators.
3. Leads departmental or store wide meetings as assigned or delegated.
4. Takes training as designed for the position, and suggests and oversees training plans for staff.
5. Keeps accurate records as directed.
6. Ensures that department areas (registers, aisles, shelves, bins and storage) are in clean, orderly condition meeting Health Department and customer service standards.
7. Maintains department equipment in working order.
8. Provides regularly scheduled sampling and demos.

OPERATIONS MANAGEMENT

1. Attends meetings as assigned.
2. Accountable for departmental and store-wide communication practices.
3. Maintains correspondence with staff, vendors, customers, and Owners.
4. Works with team and departmental information, calendars, schedules on shared drives and other technologies.
5. Assists with the growth of the Co-op, and quality improvement processes.
6. Coordinates departmental changes with Retail Manager.
7. Adheres to the Staff Agreement.
8. Supports decisions made by the management.
9. Participates in development of budgets with Retail Manager for Grocery department, including goals and plans for sales, profitability, labor, margin, and inventory turns.
10. Reviews financial reports (sales, margin, turns) with Retail Manager. Sets goals and takes corrective action as needed.
11. Serves on-call as necessary.

SUPERVISION & LEADERSHIP

1. Accountable for department personnel and assisting with human resources.
2. Supervises cooperators and specialists:
 - a. Coordinates staff on the floor, utilizing them across departments as scheduled by the Fresh and Retail Managers.
 - b. Assigns work according to needs of the store at any specific time period.



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- c. Assists with break coverage.
 - d. Takes advantage of teachable moments with staff.
 - e. Catches them doing something right.
3. Completes store checklists, or oversees their completion by Cooperators and Specialists.
 4. Serves as the Supervisor on Duty (MOD) for the store as assigned.
 5. Facilitates conflict resolution among staff.
 6. Oversees safety among staff.
 7. Oversees equipment used in Grocery department and communicates needs to the Retail Manager for upkeep and new purchases.
 8. Models and works to ensure honest and open lines of communication within and among departments and staff.
 9. Models supportive and participative leadership; promotes empowerment.
 10. Manages to compliance of established policies.

Performs other duties as assigned.

Working Conditions

- Frequently performs work in a retail grocery store.
- 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, cash registers, tablets, computers, fax machines, scanners, photocopiers, telephone and intercom systems.
- Utilizes multiple systems of communication and data storage, including, but not limited to, G-Suite, GMail, Google Calendars, Payroll software, etc.
- May come into contact with hazardous materials in relation to cleanliness of the store.
- 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.

COMPETENCIES

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

- *Analytical* - Ability to analyze, collect and research data and design workflows and procedures for team; fierce attention to detail.
- *Mathematical* - 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. Ability to perform these operations using units of American money and weight measurement, volume and standard kitchen measurements.
- *Comprehension* - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.



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- *Reasoning* - 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.
- *Interpersonal Skills* - Focuses on solving conflict, not blaming; maintains confidentiality; remains open to others and ideas and tries new things.
- *Organizational Support* – Follows policies and procedures; supports Co-op’s goals and values.
- *Judgment & Decision Making* – 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.
- *Independence & Interdependence* - Ability to work independently, as part of a team, coordinating within the department to ensure goals are met.
- *Business Acumen* - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition.
- *Project Management* – Develops project plans; coordinates projects; communicates changes/progress; completes projects on time and budget; manages team activities.
- *Delegation* – Delegates work assignments; sets expectations and monitors delegated activities; provides recognition for results.
- *Leadership* – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- *People Management* – Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates’ activities; makes self available to staff; provides regular performance feedback; develops subordinates’ skills and encourages growth; fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.
- *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; organizes or schedules other people and their tasks.
- *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. Ability to speak effectively to groups of customers or employees of the organization.
- *Safety and Security* – Observes safety and security procedures.
- *Attendance/Punctuality* – Is consistently at work and on time.
- *Flexibility* - Ability and willingness to learn and meet the changing requirements of the job.

MINIMUM QUALIFICATIONS

- High School Diploma or equivalent.



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- At least one year of experience in grocery management, particularly in a retail, natural foods, or cooperative environment.
- Familiarity with SPINS tools or ability to learn them within the first 30 days of hire.
- Experience with natural products purchasing and merchandising.
- Firm grasp of margin, pricing and inventory control.
- Willingness and ability to learn to meet the changing requirements of the job.
- Able to work at least two weekends/month, early morning, late evening, or overnight shifts as needed.

PREFERRED QUALIFICATIONS

- Bachelor's Degree or equivalent related experience and/or training; or equivalent combination of education and experience.
- Training or leadership experience related to grocery or retail environments or cooperatives.

PHYSICAL QUALIFICATIONS

- Ability to use computer keyboard, mouse, telephone, and office equipment continuously.
- Ability to lift and carry between 20 and 50 pounds frequently.
- Ability to sit, stand, walk for long periods of time.
- Ability to bend, stoop, squat, kneel, reach above shoulder height, and climb stairs/ladders occasionally.
- Ability to use fine motor skills for typing, grasping, manipulating objects with fingers.
- Ability to write or type reports, and complete checklists in written or digital format.
- Ability to read and interpret small print and alphanumeric product codes.
- Ability to work overnight, weekend and non-business hour shifts as required.

Disclaimer

This job description is a representative, but not exhaustive list of job functions that an employee may be required to perform. It is not intended as an employee contract, nor is it intended to describe all duties someone in this position may 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, regardless of job title or routine job functions.

Attachments:

- Staff Agreement
- Customer Service Commitment
- MOD Functions