



Retail Manager - Job Description

Status

- Reports To: General Manager
- FLSA Status: Non-exempt
- Supervises: Grocery Coordinator, Front End Coordinator, Wellness Coordinator, Retail Specialists, Retail Cooperators

Purpose

To lead the Retail department of Grocery, Front End, and Wellness, including: Beer/Wine, Brewing Supplies, Vitamins and Supplements, Health & Beauty Aids, Grocery, Frozen, Dairy, Bulk, Coffee/Tea, General Merchandise, and Spices, and support the Co-op's overall growth and development. Serves as a Manager On Duty for the store. Coordinates the efficient use of people and resources to best serve the customers, including Point of Sale/IT systems, customer service station, etc. Supervises team to meet objectives for product selection, sales, margin, labor and customer service. Coordinates an excellently merchandised, sensibly organized, and accurately priced retail store with a product mix that meets customers' needs, meets purchasing guidelines, and contributes to the financial best interest of the Co-op. Works on systems and procedures for all retail operations. 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. Oversees completion of daily and periodic cleaning tasks.
3. Ensures timely processing and special order delivery for all departments.
4. Works to improve customer service and ownership processes.
5. Oversees the Customer Service Desk and Customer Service Operations.
6. Upholds and models Customer Service Pledge.
7. Maintains familiarity with all areas of the store to best assist customers.
8. Responds to requests from customers to research products or communicates requests to the appropriate Co-op Team member.

PURCHASING & PRICING

1. Oversees strategic and replenishment purchasing for Retail departments.
2. Coordinates reception of orders and processing of credits.
3. Does market research and uses SPINS to ensure optimal product mix and pricing.
4. Serves as the contact for retail product recalls.
5. Ensures that unsellable items are recorded and disposed of or returned.
6. Coaches those doing purchasing to work 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. Oversees the big picture with vendor relationships with local businesses.
9. Maintains systems for accurate pricing for profitability. Ensures accurate costs, margins and data in Point of Sale (POS) system.



Retail Manager - Job Description

10. Fulfills Co+op Deals Promotion Liaison and NCG Purchasing Agreement obligations.
11. Coordinates periodic inventory counts.

MERCHANDISING & PROMOTIONS

1. Coordinates the Front End and utilizes it for marketing and customer messaging in coordination with the Marketing Manager.
2. Coordinates for all sales departments, except Fresh Departments (Deli, Bakery/Kitchen, Catering, Produce).
3. Oversees Co-op floor plan and strategically utilizes end-caps and display areas.
4. Guides team to conduct periodic category resets according to store wide plans.
5. Coaches Retail team on maintenance of attractive displays and accurate shelf/bin tags and signs; ensures ordering of sufficient merchandise to stock sets for duration of display.
6. Works to create accurate product signage; coordinates departmental sales and sale changeovers.
7. Ensures updates of the Co-op website as assigned.
8. Oversees schedule for regular product demos and sampling.
9. Attends meetings to coordinate store wide promotions and merchandising; fulfills commitments as assigned.
10. Provides outreach to the community regarding Retail operations and vendor relations; participates in outreach meetings; fulfills commitments and duties as assigned.
11. Attends trade shows as assigned; reads industry and trade journals.
12. Visits other stores for price comparison, product and merchandising ideas.
13. Provides product information to customers, staff, and submits department-related articles to the Co-op's newsletter, e-news, website, etc.

DEPARTMENT OPERATIONS

1. Accountable for department financial performance.
2. Leads departmental meetings or delegates leadership to departmental Coordinators.
3. Takes training as designed for the position; suggests and oversees training plans for staff.
4. Accountable for cash handling of team members working in the cashier role as well as cash management operations for the Co-op.
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.

OPERATIONS MANAGEMENT

1. Attends management meetings and fulfills duties for the organization as a whole.
2. Maintains correspondence with staff, vendors, customers, and Owners.
3. Maintains use of team and departmental information, calendars, schedules on shared drives and other technologies.
4. Assists with the growth of the Co-op, and quality improvement processes.
5. Coordinates departmental changes with General Manager and other managers.



Retail Manager - Job Description

6. Works as a peer in coordination with the Fresh Manager.
7. Adheres to Management Team Agreement.
8. Participates in budget development with the General Manager for Retail department.
9. Tracks and reviews financial reports of department performance (sales, margin, turns) with General Manager. Sets goals and takes corrective action as needed.
10. Serves on-call as necessary.

SUPERVISION & LEADERSHIP

1. Accountable for department personnel and human resources.
2. Manages/supervises Cooperators, Specialists, Coordinators:
 - a. Coordinates staff on the floor, utilizing them across departments to meet store goals; assigns work according to needs of the store.
 - b. Designs work, shifts, etc as staff move throughout the store.
 - c. Takes advantage of teachable moments with all staff.
 - d. Coaches Coordinators on supervision and management techniques.
 - e. Assists with break coverage.
 - f. Catches them doing something right.
3. Serves as the Manager on Duty (MOD) for the store; coordinates across departments to ensure that a MOD is available at all hours of store operation.
4. Facilitates conflict resolution among staff.
5. Oversees safety among staff.
6. Oversees equipment used in Retail departments and communicates needs to the General Manager for upkeep and purchases outside of what has been budgeted.
7. Models supportive and participative leadership; promotes empowerment.
8. Manages to compliance of established policies.

Performs other duties as assigned by the General Manager.

Working Conditions

- Frequently performs work in a retail grocery store.
- Works 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.
- Nature of work: 60-75% administrative; 25-40% on the retail floor
- 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



Retail Manager - Job Description

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.
- *Mathematical* - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, fractions, and decimals; ability to compute rate, ratio and percent. Ability to perform operations using units of American money and weight measurement, volume and standard kitchen measurements.
- *Comprehension* - Ability to interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- *Reasoning* - Ability to solve problems and deal with variables in situations where limited standardization exists; ability to interpret 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; 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 others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives 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 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.



Retail Manager - Job Description

- *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.
- At least two year's 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:

- Service Pledge
- MT Agreement
- Functions_Manager
- MOD Functions