

NATURAL HARVEST FOOD CO-OP MANAGER ON DUTY JOB DESCRIPTION

Purpose: To grow sales and meaningful connections in our community. Specifically, to oversee operations of the front end department, provide supervision to front end staff and check out customer purchases to meet objectives for accuracy and provide prompt, friendly, courteous customer service.

Status: Reports to Front End Manager
Pay Level II
Hourly position (FT/PT)

NATURAL HARVEST CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Accurately answer customer questions about products, store policies and co-op membership.
- Take initiative to constantly learn about products, product location and policies.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

Responsibilities:

I. CASHIERING

- A. Check out customer purchases quickly and accurately, using correct prices, PLU's and departments.
- B. Provide back-up as needed so that customers wait as little as possible to be checked out.
- C. Bag customer purchases. For those needing assistance, offer to carry out groceries or call for help if available.
- D. Close out registers following established procedures.
- E. Refer unresolved customer questions or problems to appropriate manager, as needed.
- F. Explain benefits of membership to customers. Promote membership and receive membership payments.
- G. Add new members to the POS system.
- H. Inform customers of specials or upcoming events.

II. CASHIER SUPPORT

- A. Maintain familiarity with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Management, as needed.
- B. Process returns/exchanges following established procedures and ensuring customer satisfaction. Ensure that returns are properly stored or disposed of.
- C. Ensure security of cash at front end by following established procedures.
- D. Facilitate cashier breaks as needed.
- E. Handle potential shoplifters, disorderly customers or other emergencies, according to established procedures.
- F. Participate in regular and thorough cleaning of all work and display areas.

III. SUPERVISION AND TRAINING

- A. Work with Front End Manager to ensure on-the-job training of all cashiers.
- B. Participate in cashier performance evaluations as requested.
- C. Model a superior and professional work ethic.

IV. DEPARTMENT MAINTENANCE

- A. Ensure that the store is in clean and orderly condition.
- B. Ensure check out and storage areas are maintained at all times.
- C. Remove trash promptly, sweep and mop floor.
- D. Ensure department equipment is maintained in good working order.
- E. Use equipment safely. Advise Front End Manager of equipment repair/replacement needs.

V. OTHER

- A. Handle unplanned situations calmly, smoothly and in alignment with pre-established policies.
- B. Attend department and storewide meetings.
- C. Perform other tasks assigned by Front End Manager.

QUALIFICATIONS

- Experience serving the public.
- Knowledge of POS system and/or 2 years of cash register experience.
- Supervisory experience
- Familiarity with natural foods or willingness to learn.
- Accuracy, attention to detail.
- Ability to handle multiple demands and stay calm.
- Ability to identify/prioritize and delegate tasks
- Ability to project an outgoing, friendly personality.
- Ability to lift 50 lbs., twist, bend, push and pull heavy carts, and stand for long periods of time
- Regular, predictable attendance.
- Willingness and ability to learn to meet the changing requirements of the job.

Job Summary in detail:

Oversee and direct all aspects of Front End operations ensuring a high level of customer care in all areas of the sales floor. Accurate and efficient customer check-out and store conditioning.

1. Exceed our customer's expectations for service and provide a welcoming environment for all in accordance with the Co-op's customer service standards.

2. Front End Department Responsibilities

- Verify and reconcile tills for each cashier shift and report deposit activity.
- Prepare and verify that each starting till has specified levels of coin and currency.
- Provide coin and currency to each cashier as needed throughout the shifts.
- Collect cash drops from all tills and document deposit.
- Provide authorizations for returns, refunds and suspended orders as needed.
- Report any situation of concern to the Front End Manager.

3. Overall store conditioning

- Walk through the store (includes outside & parking lot) to determine cleaning/straightening/facing needs, set priorities and delegate. Do this at the beginning of your shift and periodically throughout
- Work with the department managers at shift change to communicate priorities on their task lists
- Make sure cleaning at night and extra cleaning assignments are finished to your satisfaction, coach if necessary

4. Managerial Duties

- Help train all new cashiers in proper register operations and cash-handling procedures.
- Coordinate and authorize breaks for cashiers in accordance with Co-op policy and the needs of the Front End.
- Assign cleaning and organizing tasks for other cashiers/stockers during slow periods.
- Provide adequate communication with the Front End Manager and other Managers defining problems, concerns and other matters of importance.
- Maintain adequate supplies at each cash register and let the Front End Manager know if more supplies need to get ordered.
- Work with the Front End Manager as needed to assist all front end employees in contributing to the overall departmental goals and vision for the store.
- Note absences, tardies and shift changes on attendance log.
- Monitor and help ensure that Front End staff are properly attired, including apron and nametag and are mentally and physically prepared for work duty upon arrival.
- Report problems with employee attitudes or work performance to the Front End Manager.
- Model communications with staff that are timely, clear, direct and respectful.
- Model leadership behaviors to motivate staff and encourage teamwork.
- Treat staff fairly, consistently and with respect.

5. Financial Accountability

- Follow established Co-op policies and procedures in all matters relating to cash handling and financial transactions.

6. Abide by all Co-op policies and procedures as specified in the Natural Harvest Food Co-op Employee Handbook.

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

1. Problem solving – Identifies and resolves problems in a timely manner
2. Customer Service
 - Manages difficult or emotional customer service situations
 - Communicates respectfully at all times
 - Responds promptly to customer needs
 - Responds to requests for service and assistance by cashiers promptly
3. Managing People
 - Makes self available to staff
 - Delegates and directs duties and assignments tactfully and effectively
 - Develops staff's skills and encourages growth
 - Trains and coaches employees
 - Continually works to improve supervisory skills
4. Adaptability
 - Adapts to changes in the work environment
 - Manages competing demands
 - Able to deal with frequent change, delays or unexpected events
5. Attendance and Punctuality
 - Consistently reports to work and arrives on time
 - Ensures work responsibilities are covered when absent
 - Arrives at meetings on time
7. Dependability
 - Responds to management direction
 - Commits to meeting department goals and expectations
 - Completes tasks on time
8. Quality
 - Demonstrates accuracy and thoroughness
 - Looks for ways to improve and promote quality
 - Applies feedback to improve performance
 - Monitors own work to ensure quality
9. Quantity
 - Works quickly and accurately with a sense of urgency
 - Meets productivity standards
 - Strives to increase productivity
10. Safety and Security
 - Uses equipment and materials properly
 - Protects the safety of self, co-workers and Co-op patrons at all times.
 - Report any potentially harmful equipment or situations to the immediate supervisor without delay
 - Report safety-related accidents and incidents at once to manager
 - Follow all company safety policies and procedures
 - Follow all safe food handling guidelines as required by local, state and federal laws.

