

NATURAL HARVEST FRONT END MANAGER JOB DESCRIPTION

Purpose: To grow sales and meaningful connections in the community. Specifically, to oversee operations of the Front End department to ensure prompt, friendly, courteous customer service, accurate cash handling, store security, and smooth store operations. To assist with the proper maintenance of store facilities.

Status: Reports to General Manager
Supervises Cashier and MOD staff.
Pay Level: III

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. FRONT END

- A. Ensure smooth operations of the Front End with the support of the MOD's.
- B. Ensure that store is opened and closed following established procedures; assisting cashiers with opening/closing duties.
- C. Communicate with MOD's regarding store status and projects.
- D. Set accuracy and labor goals for department, review weekly, monthly and quarterly reports and plan corrective action as needed.
- E. Develop and implement approved short and long range department goals.
- F. Maintain Front End logbook
- G. Deal with shoplifters, disorderly customers, medical emergencies following established procedures.
- H. Work with the Marketing Manager to reach goals for Owner Drives. Ensure extra training of all front end staff.

II. CASHIER SUPPORT

- A. Ensure accuracy and security of all cash received through front end, by upholding money-handling procedures, checking cashier deposit paperwork and giving feedback to cashiers on over/shorts.
- B. Schedule coverage of cashier shifts.
- C. Provide back-up cashiering in busy periods and as needed to cover absences.
- D. Learn to troubleshoot POS system and work with IT/POS manager to ensure prompt correction of pricing and scanning problems.

- E. Develop and maintain cashier training system. Develop, maintain and update cashier training manual.
- F. Ensure adequate register supplies are available.
- G. Ensure cashiers are aware of price changes, specials, and all changes in store policies and procedures affecting cashiering.
- H. Coordinate tasks and projects for cashiers when there are no customers to check out.
- I. Assist bookkeeping in collecting on NSF checks as needed.

III. SUPERVISION--for Front End Department staff

- A. Hire, in consultation with the general manger, qualified applicants following established policy.
- B. Ensure prior to and on-the-job training so all new hires have optimum opportunity for success.
- C. Ensure performance evaluations are documented in the timelines established in the personnel policy.
- D. Recommend pay increases within department budget.
- E. Take disciplinary action as needed following established policy in consultation with the GM.
- F. Assist with scheduling hours for department within budget, review time reports and report any issues to GM.
- G. Organize regular department meetings and document major points of discussion.
- H. Ensure department staff is informed of storewide meetings and policy changes.

IV. HR SUPPORT

- A. Onboard all new staff, making sure that all documents are filled out properly and employee files get started. General training for all new employees.
- B. Support the General Manager with the general upkeep of all employee files
- C. Support other department managers with their hiring, training and discipline of employees. Ensure that evaluations happen on time.

V. OTHER RESPONSIBILITIES

- A. Attend Management Team meetings and storewide meetings.
- B. Perform other tasks assigned by the General Manager

Qualifications:

- Supervision experience--hiring, training, evaluating.
- Experience cashiering and cash handling.
- Experience developing systems and procedures.
- Experience serving the public.
- Ability to handle multiple demands.
- Calmness under pressure.
- Ability to project an outgoing, friendly personality.
- Communications skills: good listening, clear instructions.
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Willingness to work one weekend day.
- Regular, predictable attendance.
- Ability to lift up to 50 lbs. Ability twist, bend, push and pull heavy carts, lift over your shoulders and stand for long periods of time.