

NATURAL HARVEST ASSISTANT FRONT-END MANAGER JOB DESCRIPTION

Purpose: To grow sales and make meaningful connections in our community. Specifically, to assist the Front-End Manager 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 Front-End Manager
Supervises Cashiers/MODs
Pay Level: III

NATURAL HARVEST CUSTOMER SERVICE & 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 ownership.
- 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 ownership.
- 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

- Ensure smooth operations of the Front-End with the support of the MOD's.
- Ensure the store is opened and closed following established procedures, assisting cashiers with opening/closing duties.
- Communicate with Front-End Manager and MOD's regarding store status and projects.
- Assist with achieving accuracy and labor goals for department, review weekly, monthly, and quarterly reports and plan corrective action as needed.
- Assist with the development and implementation of short- and long-range department goals.
- Maintain Front-End communication using internal channels.
- Deal with shoplifters, disorderly customers, medical emergencies following established procedures.

II. CASHIER SUPPORT

- 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.
- Assist with scheduling and coverage of all cashier shifts.
- Provide back-up cashiering in busy periods and as needed to cover absences.
- Learn to troubleshoot POS system and work with POS Specialist to ensure prompt correction of pricing and scanning problems.
- Assist with all training for cashiers according to Cashier Training Manual
- Ensure adequate register supplies are available.
- Ensure cashiers are aware of price changes, specials, and all changes of in-store policies and procedures affecting cashiering and the front-end.

- Coordinate tasks and projects for cashiers when there are no customers to check out.
- Assist bookkeeping in collecting on NSF checks as needed.

III. SUPERVISION--for Front End Department staff

- Assist with prior to and on-the-job training so all new hires have optimum opportunity for success.
- Assist with performance evaluations.
- Take disciplinary action as needed following established policy in consultation with the Front-End Manager.
- Assist with scheduling hours for department within budget, review time reports.
- Assist with regular department meetings and document major points of discussion.
- Ensure department staff are informed of storewide meetings and policy changes.

IV. OTHER RESPONSIBILITIES

- Attend some Management Team meetings and storewide meetings.
- Perform other tasks assigned by the Front-End or General Manager

Qualifications:

- Supervision experience
- Experience cashiering and cash handling.
- 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 all shifts including evenings & weekends, and to cover additional shifts a needed
- Regular, predictable attendance.
- Ability to lift 50 lbs.
- Ability to twist, bend, lift over your shoulders, push and pull heavy carts
- Ability to stand for long periods of time.