

Grocery Manager Job Description

Natural Harvest Food Co-op

Purpose: To effectively supervise staff in center store departments to meet objectives for sales, labor and margin, while ordering and merchandising products and providing a consistent, high level of internal and external customer service.

Reports To: General Manager
Status: Full-time; Hourly/Non-exempt
Supervises: Grocery Department Staff

1. Customer Service & Communication

- Maintain a friendly presence on the sales floor by helping customers find product locations and suggesting products.
- Follow the 10/4 customer service rule and answer phone calls by the third ring.
- Answer customer questions or complaints and follow up as needed.
- Maintain sales floor cleanliness and visual appeal.
- Engage with customers and go the extra mile to provide excellent service.
- Cooperate with other departments and co-workers to ensure excellent customer service.
- Ask for help and clarity from supervisors and co-workers.
- Collaborate with others to find solutions.
- Review and engage in storewide communications every shift using the store's designated internal communication portal.
- Respond promptly to emergencies or potential safety hazards such as spills, broken glass, or bulk mishaps.

2. Personnel

- Supervise all duties and responsibilities of the grocery team.
- Hire grocery department staff and train assigned team members.
- Ensure that all department workers have up-to-date job descriptions and periodic reviews.
- Train and develop department staff.
- Develop and maintain performance standards for department staff.
- Take disciplinary actions as needed following established policies.
- Schedule hours for department staff within labor budget.
- Ensure all team members maintain a neat, well-groomed personal appearance and adhere to company dress code regulations.
- Manage timecard reviews, corrections, approvals, and time off requests.
- Coordinate regular department meetings.
- Ensure department staff are informed of storewide meetings and policy changes.

3. Financial Performance

- Review departmental financial reports and take corrective actions as needed.
- Confirm invoice accuracy during grocery vendor product deliveries.
- Obtain credits for discrepancies and document appropriately.
- Accurately record mark-ups, markdowns, in-store use, and spoilage/write-offs.
- Develop the annual grocery department budget in coordination with the General Manager.
- Coordinate periodic inventory counts.

4. Purchasing

- Negotiate with suppliers for favorable prices, terms, quality.
- Research and evaluate new products and suppliers.
- Ensure adequate and timely supply of products to minimize out of stocks and increase product turns.
- Adjust assortment by evaluating quarterly item movement reports.
- Ensure proper receiving by department staff according to procedures.
- Review invoices for pricing accuracy and proper categorization.
- Keep prices up to date as costs fluctuate to achieve margin goals.
- Ensure appropriate handling of returns and a system to ensure credit from suppliers.
- Establish and maintain a system for special orders.
- Establish and maintain a system for the store's receiving log.

5. Merchandising

- Ensure accuracy, proper product rotation, and quality protection.
- Keep coolers, shelves, and displays fully stocked and faced according to standards.
- Plan attractive displays and coordinate end-cap designs.
- Solicit promotional offerings from suppliers.
- Maintain inventory shrinkage records.
- Follow product policies and communicate with vendors about purchasing requirements.
- Establish and maintain a system for in-store sampling.
- Attend meetings to plan promotions and storewide merchandising.
- Work directly with Marketing Manager to coordinate advertising of promotional items.
- Responsible for promotional programming in alignment with Promotion Liaison requirements.

6. Department Maintenance

- Maintain housekeeping and sanitation standards in compliance with store policy and health regulations.
- Keep storage areas organized and clean.
- Regularly check refrigeration equipment for performance issues.
- Use and maintain equipment in good working order.

- Notify the General Manager of maintenance issues and coordinate repairs.
- Maintain temperature log and defrost schedules for refrigeration equipment.
- Establish and maintain system for regular cleaning of equipment.
- Ensure adequate supplies are always available to grocery staff.

7. Other Responsibilities

- Observe all store rules and policies.
- Adhere to all local, state, and federal health and civil code regulations.
- Attend management or other meetings as scheduled and directed.
- Attend trade shows and conferences.
- Demonstrate regular and dependable attendance.
- Wear any Natural Harvest required uniform (nametag, apron, etc.).
- Perform other duties and assignments as directed by the General Manager.

8. Qualifications

- High school diploma or equivalent required; post-secondary education preferred.
- Strong customer service skills with the ability to establish positive relationships with co-workers, suppliers, and customers.
- Excellent time management and organizational abilities, with the capacity to prioritize tasks and handle multiple demands calmly.
- Proven ability to meet objectives for sales, margin, and inventory turns.
- Accuracy and attention to detail in all tasks.
- Strong written and verbal communication skills.
- Experience in the grocery or natural food industry is preferred.
- Strong supervisory and leadership skills, with the ability to work independently and as part of a team.
- Proficiency in Microsoft Office (Word and Excel) and experience with Point-of-Sale systems.
- Demonstrated ability to understand financial statements as they relate to department operations.
- Excellent inventory management and control skills.
- Ability to perform effectively under pressure.

9. Work Environment

- Stand and walk for extended periods, up to 8-10 hours.
- Frequent bending, squatting, kneeling, and climbing step ladders.
- Lift up to 50 lbs regularly.
- Operate a pallet jack.
- Stand for the entire shift.
- Work in a crowded and noisy environment a majority of the time.
- Push, pull, and maneuver carts weighing up to 150 lbs.

- Occasionally move shelving units.
- Frequent exposure to cold, hot, wet, or humid conditions.
- Occasional exposure to extreme temperatures (walk-in freezers and coolers).
- Receive products in inclement weather as needed.
- Exposure to food odors, grain and spice dust, food allergens.

Disclaimer Notice:

The essential duties and responsibilities and knowledge, skills and abilities listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.

Employees must be able to satisfactorily perform the essential functions of this position, with or without reasonable accommodation. Any questions regarding accommodations should be directed to the General Manager.

Employee Signature: _____ **Date:** _____