

Assistant Grocery Manager Job Description

Natural Harvest Food Co-op

Job Summary

The Assistant Grocery Manager is responsible for purchasing a majority of the products for the department in conjunction with the Grocery Manager. This role ensures department presentation and systems are designed to assist in achieving grocery department sales, margin, and customer service standards.

Reports To: Grocery Manager

Department: Grocery

Status: Full-time; Hourly/Non-exempt

Essential Duties & Responsibilities

I. 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.
- Answer customer questions or complaints, providing timely follow-up in person or by phone as needed.
- Answer incoming phone calls by the third ring and direct them to the appropriate person or department to ensure efficient service.
- 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 by assisting as needed.
- 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. Department Operations

- Place orders with assigned distributors and act as backup buyer for all others.
- Develop and maintain relationships with local and non-local vendors.
- Negotiate with suppliers and brokers as delegated.
- Ensure credits for miss-picks and damaged goods are resolved.
- Ensure accounting receives accurately coded invoices on schedule.
- Purchase all products within product policy guidelines, maintaining high-quality standards.
- Collaborate with the Grocery Manager to meet department goals for sales, margin, and inventory turns.
- Ensure prices are correct, shelf stags are accurate, and products are rotated.
- Monitor changes in costs and adjust pricing accordingly.

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- Receive product deliveries, ensuring order and invoice accuracy.
- Stock, rotate, merchandise, and face products according to department procedures.
- Hang new Co-op Deal tags each cycle and ensure monthly Co-op Deals products are ordered.
- Assist in managing quarterly inventory counts.
- Accurately calculate quarterly inventory data and submit it to accounting on schedule.
- Adjust product assortment by evaluating item movement reports.
- Ensure the store is fully stocked and faced at all times, including end caps and displays.
- Assist with department resets.
- Stay current on new products and industry trends.

3. Personnel

- Supervise and coach grocery assistants as necessary.
- Assist with hiring grocery department staff.
- Train and develop department staff.
- Assist in upholding performance standards for department staff.
- Assist with ensuring all team members maintain a neat, well-groomed personal appearance and adhere to company dress code regulations.

4. Department Maintenance

- Develop and refine space-efficient plans for back-stock storage and ease of restocking.
- Maintain storage and display areas in a clean, orderly, and efficient condition, meeting health department standards.
- Maintain proper working order of equipment.
- Report and coordinate repairs of equipment with established vendors.
- Perform regular and thorough cleanings of all work and display areas.
- Clean up customer breakage and spills.

5. Other Responsibilities

- Observe all store rules and policies.
- Be helpful and orient new employees.
- Set a positive example for co-workers.
- Participate in department and storewide staff meetings.
- Communicate professionally and respectfully.
- Provide customer service in other areas of the store as needed.
- Take on additional tasks as assigned by the supervisor.
- Take initiative to increase product knowledge.
- Demonstrate regular and dependable attendance.
- Wear any Natural Harvest required uniform (nametag, apron, etc.).

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Qualifications

6. Education & Experience

- High school education or equivalent combination of education and experience.
- Ability to provide excellent customer service.
- Excellent time management skills.
- Ability to calmly handle multiple demands.
- Ability to work independently and as part of a team.
- Ability to understand financial statements as they relate to department operations.
- Ability to meet objectives for sales, margin, and inventory turns.
- Ability to establish positive relationships with co-workers and suppliers.
- Accuracy and attention to detail.
- Strong written and verbal communication skills.
- Ability to operate a computer and familiarity with Microsoft Word and Excel.
- Prefer at least one year of experience in the grocery or natural food industry.

7. Work Environment

- Stand and walk for extended periods, up to 8-10 hours.
- 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.
- 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:** _____

Manager Signature: _____ **Date:** _____