



Front End Manager

Purpose: To ensure prompt, friendly, courteous customer service, accurate cash handling, store security and smooth store operations. To meet department objectives for labor. To hire, train and motivate staff and provide performance management when necessary. Support the General Manager's goals for the overall store through participation in management team meetings and by performing other tasks as assigned.

Status: Reports to General Manager. Supervises all Front End staff and MOD's.

ESSENTIAL FUNCTIONS:

Customer Service:

- Deliver exceptional Customer Service
- Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
- Knowledgeable on Member/Owner benefits and application.
- Assist in all departments as appropriate to ensure the highest possible store operations and customer service. Communicate these policies and expectations to staff.
- Handle unplanned situations calmly, smoothly and in alignment with pre-established policies. Communicate these policies and expectations to staff.
- Model exceptional customer service skills and communicate expectations to staff.
- Work with Leadership Team to establish customer service expectations and procedures, and ensure staff is trained in them.
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FRONT END OPERATIONS

- A. Ensure smooth operations of the Front End with the support of the MOD's.
- B. Set accuracy and labor goals for department, review weekly, monthly and quarterly reports and plan corrective action as needed.
- C. Hold regular Front End department and MOD meetings.
- D. Develop and implement approved short and long range department goals.
- E. Maintain Front End logbook.
- F. Complete Lake Community Bank Deposit daily
- G. Responsible for drawers being re-set
- H. Follow security procedures for handling cash.

Employee Support

- Ensure accuracy and security of all cash handling
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- Deal with shoplifters, disorderly customers, medical emergencies following established procedures.
- Ensure that store is opened and closed following established procedures.
- Communicate with MOD's regarding store status and projects.
- Do back-up cashiering in busy periods and as needed to cover absences.

Personnel

- Ensure that qualified applicants are hired and trained in all areas, including: job functions, product knowledge, co-op principles, communication skills, and customer service
- Develop and maintain training materials for Front End positions.
- Train staff members in security procedures (shoplifters, robberies, disorderly customers).
- Ensure systems and training of MOD program, including troubleshooting equipment breakdowns, maintaining the store in a clean and orderly condition, and handling unplanned situations calmly, smoothly, and in alignment with pre-established policies.
- Schedule department staff and ensure hours worked do not exceed budget. Fill in for all uncovered shifts
- Conduct performance and salary reviews according to store procedures and ensure goals are set and evaluated.
- Take disciplinary action as needed, following established policy.
- Maintain written job descriptions with General Manager.
- Emulate a communicative and caring culture by consistent goal-setting, re-directing, mentoring, praising and disciplining.
- Maintain familiarity with product selection and store operations including standard and closing procedures for all departments.
- Help fill holes in cashier schedule due to illness or emergency.

Budgeting and Planning

- Participate in setting labor goals for department.
- Review departmental financial reports and take corrective action as needed on a timely basis.
- Manage Supply budget for store. Execute timely ordering from Faulk.
- Manage Front End Budget Calculator
- Attend Leadership Team meetings.

Operations:

- Take initiative to stock, face, clean and organize when there are no customers to be checked out.
- Maintain front end and entry area in clean, orderly condition; organize carts and baskets.
- Maintain shopper and register supplies at check stands.
- Manage Co-op Deal's signage and price verification. Inform POS manager of any changes that are required.
- Ensure the department area is in clean, orderly condition, meeting health department standards
- Ensure staff members consistently comply with all safety standards.
- Ensure maintenance of the exterior of the store including sweeping, trash, and snow removal as needed.

Requirements and Conditions (Essential Functions):

To perform this job successfully, an individual must be able to perform all of the duties described in the proceeding in an efficient and competent manner. The requirements and conditions listed below are

representative of the minimum levels of knowledge, skill, experience, and/or ability required. Some requirements may be modified to accommodate individuals with disabilities.

Education and/or Experience:

1. Minimum educational requirement is a high school education with a college background helpful (but not absolutely required). Should have at least three years' experience in the industry with either successful participation in a management training program or active in a concurrent management training program; or equivalent combination of education and experience
2. Should have a comprehensive working knowledge of all aspects of store operations
3. Must be computer literate

Certificates, Licenses, Registrations:

1. None required

Mathematical Skills:

1. Must possess the math skills necessary to supervise and handle sales transactions, tender change, verify vendor invoice charges and accounts, calculate gross margins and losses, make financial projections and forecasts, analyze inventory reports, estimate labor requirements based on volume/work loads, and be able to readily balance cash receipts or troubleshoot errors or discrepancies in cash or column balances.

Language Skills:

1. Ability to hear, speak, and understand the spoken word in order to respond promptly to pages for assistance, to accommodate verbal requests from customers for information or assistance, to answer telephones, and to be able to communicate effectively with department employees the store's co-workers, and customers
2. Ability to read, write, analyze, interpret, and understand the English language with sufficient proficiency in order to read and understand
 - a) instructions for operating electronic equipment and tools
 - b) company handbooks, policies and procedures and
 - c) other written job-related documents including postings on company bulletin boards
3. Ability to compose and write reports, business correspondence, procedure manuals including effective departmental memos, employee corrective action notices, and customer signs or sales suggestions

Reasoning Ability:

1. Ability to solve practical problems
2. Ability to interpret a variety of instructions furnished in diagram, oral, or written forms

Other Skills or Requirements:

1. Be fully knowledgeable and thoroughly familiar with the nature and duties of every staff position in the department including procedures, policies, and operations
2. Be able to perform as well as supervise all the duties of, and meet the requirements and conditions for an experienced deli clerk.
3. Be able to pass a standard drug test and qualify as being drug-free under the legal and medical guidelines permitted by the Drug Free Workplace Act of 1988

Physical Requirements:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Some requirements may be modified to accommodate individuals with disabilities

1. While performing the duties of this job, the employee is regularly required to sit, stand, and use the hands to handle, finger, or feel objects, tools or controls
2. The employee must frequently walk, talk, or hear, and reach with the hands and arms; occasionally, the employee must crouch or kneel
3. The employee must occasionally exert or lift up to 50 pounds and frequently exert or lift negligible amounts of weight
4. Successful performance requires specific vision abilities that include close vision and the ability to adjust focus

Important Disclaimer Notice:

The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions 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 to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.