

TITLE: Assistant Deli Manager

DEPARTMENT: Deli

STATUS: FT, Salary, Exempt

PAY LEVEL: IV

REPORTS TO: Deli Manager

SUPERVISES: Deli Staff

PURPOSE: Support the deli manager and staff to meet the location goals in sales and service set by the operations manager. Assist the deli manager in the development of the retail unit to meet the needs of the consumer. Develop the skills and experience needed to take on the position of deli manager.

DUTIES AND RESPONSIBILITIES:

1. CUSTOMER SERVICE

- a. Provide internal and external customers with excellent service at all times.
- b. Treat people fairly, consistently, and with respect.
- c. Ensure efficient, informative, and friendly service in all areas according to established customer service vision and standards.
- d. Use appropriate language, behavior, appearance, and overall conduct with or in the presence of customers, vendors, and store personnel according to BCS and store policies.

2. SUPERVISION

- a. Monitor scheduling to ensure alignment with labor and productivity goals.
- b. Ensure Serve-Safe certified staff coverage according to regulations.
- c. Produce strong work teams and help facilitate employee development.
- d. Ensure comprehensive, on-the-job training and development programs.
- e. Ensure staff understands key strategies for achieving key financial goals.
- f. Ensure that all staff is aware of notices and policy changes.
- g. Assist in the recording of timely staff performance reviews.
- h. Perform corrective disciplinary action according to established procedure.

3. PLANNING & FINANCE

- a. Help in meeting objectives for department sales, margin, turns, and labor budgets.
- b. Monitor key financial goals, including sales, margin, turns, and labor.
- c. Review financial performance reports, monitor deviations from budget, and take corrective action as necessary following established procedures.
- d. Ensure accurate and efficient invoice processing within 24 hours of delivery receipt.
- e. Review and evaluate movement reports.

4. OPERATIONS

- a. Order according to location purchasing and contract guidelines and ensure appropriate inventory levels.
- b. Ensure mutually beneficial, business relationships with local and regional producers to ensure a strong presence of local product offerings.
- c. Ensure all retail displays are attractive and product is abundant and front & faced.
- d. Work with other deli manager to maintain appropriate cross merchandising throughout the store.
- e. Ensure accurate signage, pricing, and labeling.

- f. Monitor rotation practices and waste to ensure effective buying procedures.
- g. Perform regular department inventories.
- h. Assist in performing facility assessments to ensure all areas are maintained in sanitary, orderly condition meeting OSHA, health department, Organic, HAACP, COOL and/or other relevant department standards.
- i. Ensure proper storage, handling, rotation, and labeling procedures.
- j. Ensure adequate amount of tools and production supplies.
- k. Maintain equipment in clean, safe, working order.
- l. Coordinate department productivity according to store needs.
- m. Pursue continuing education opportunities when available and appropriate.
- n. Participate in co-op events.
- o. Perform other tasks as assigned by the Store Manager.

5. COMMUNICATION

- a. Attend regular staff meetings.
- b. Provide effective communication to ensure productive, knowledgeable work teams.
- c. Maintain open communication links with customers to address inquiries and feedback.
- d. Offer constructive and fair coaching and feedback to all staff.
- e. Provide regular opportunities to receive feedback from all staff.
- f. Attend prepared foods workgroup meetings, monthly.

QUALIFICATIONS:

- Outstanding customer service skills
- Ability to handle multiple demands
- Familiarity with natural foods
- Ability to lift 50 lbs.
- Computer literacy including Windows OS and Microsoft Office
- Excellent written and verbal communication skills
- Strong organizational skills
- Experience developing and leading teams
- Ability to read and comprehend financial reports
- Ability to manage a department budget
- Willingness to grow to meet the changing requirements of the job

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the 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 a work environment change.