

TITLE: Front End Manager

DEPARTMENT: Front End

STATUS: FT, Salary, Exempt

PAY LEVEL: IV

REPORTS TO: Store Manager

SUPERVISES: Front End Personnel

PURPOSE: To ensure the highest level of service possible to Bloomingfoods internal and external customers. Maintain strong Front End operations including accurate cash handling, store security, and overall store conditioning.

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. Hire qualified applicants following established policy.
- b. Ensure consistent on-the-job training.
- c. Ensure all Clerks and Front End Leads are educated on the co-op model, the benefits of member-ownership, and the principles of cooperative business.
- d. Conduct timely performance evaluations.
- e. Recommend pay raises within department budget.
- f. Take disciplinary action as needed following established policies.
- g. Schedule hours for department staff within budget. This is to include running a register at busy times and during breaks, as well as covering for absences of Clerks and Front End Leads.
- h. Organize meetings of department staff as needed.
- i. Suggest disciplinary action as needed following established policies.
- j. Maintain an environment of positive communication among store personnel in order to promote stronger work teams.

3. LOCATION FRONT END RESPONSIBILITIES

- a. Ensure accuracy and security of all cash received through front end, by ensuring strong money-handling procedures, reviewing all paperwork, tracking over/shorts and giving regular performance feedback.
- b. Schedule coverage of all Clerk and Front End Lead shifts.
- c. Run a register as needed.
- d. Learn to troubleshoot POS system and work with POS coordinator and the operations team to ensure prompt correction of pricing and scanning problems. Maintain a 99% Scan Rate.
- e. Train all new Clerks and Front End Leads on current systems.

- f. Maintain systems that ensure front end personnel are aware of price changes, specials, and all changes in store policies and procedures affecting cashiering, including daily produce walk-throughs, reviews of current promotions, and facilitation of regular meetings.
- g. Ensure adequate store supplies are available including adequate level of front end supplies (register tape, pens, sacks, etc.) at registers.
- h. Coordinate tasks and projects for front end personnel when there are no customers to check out.
- i. Assist bookkeeping in collecting on bad checks as needed.
- j. Work with Store Manager to set location financial goals for service team.
- k. Conduct store tours.
- l. Manage the scheduling and use of annex space.
- m. Monitor and respond to customer comments. Pass feedback along to other staff as needed.

4. OPERATIONS

- a. Understand basic operations in all store departments and be prepared to assist in day-to-day operations as needed, including but not limited to stocking, receiving, cleaning, and fronting and facing.
- b. Monitor the sales floor offering great service and troubleshoot as needed.
- c. Ensure prompt, friendly, courteous customer service. Smile! Handle customer questions and complaints.
- d. Oversee staff on shift in cleaning and maintenance procedures to keep store in clean, orderly condition.
- e. Troubleshoot equipment breakdowns as needed.
- f. Carry out established opening and closing procedures.
- g. Print and hand shelf tags as needed.
- h. Print signs and hang as needed.
- i. Uphold security procedures and support staff in dealing with shoplifters, disorderly customers, emergencies, and inclement weather.
- j. Participate in in-store events, maintain in store materials, and support farmers market.
- k. Oversee and help maintain active and passive demos when on-shift.
- l. Maintain all exterior areas of the store including parking lot, sidewalk, street areas adjacent to the store, exterior of the building etc.

5. PERSON IN CHARGE (PIC)

- a. Ensure prompt, friendly, courteous customer service. Handle customer questions and complaints that can't be handled by other staff.
- b. Oversee staff on shift in cleaning and maintenance procedures to keep store in clean, orderly condition.
- c. Monitor cooler and freezer temperatures. Troubleshoot equipment breakdowns during shift as needed.
- d. Carry out established opening and closing procedures.
- e. Uphold security procedures and support staff in dealing with shoplifters, disorderly customers, and emergencies.
- f. Ensure break schedule is followed during shift.

QUALIFICATIONS:

- Outstanding customer service skills
- Supervision experience--hiring, training, evaluating.
- Experience developing systems and procedures.
- Experience serving the public.
- Ability to handle multiple demands.
- Calmness under pressure.
- Required computer literacy includes but is not limited to: Microsoft Office Suite--including Word and Excel.
- Ability to project an outgoing, friendly personality.
- Communications skills: good listening, clear instructions.
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Willingness to work weekends.
- Regular, predictable attendance.
- Willingness and ability to learn and 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.