



Rochester Store Manager Job Description

Supervise department managers: grocery, produce, prepared foods, meat, front end, facilities, wellness and category manager

Member of: central resource team

Department: store admin

Pay range: admin/salary

Reports to: CEO

Status: exempt

Working together to build a sustainable community while treating all people with kindness and fairness

Objective: To meet store objectives established by the CEO and ensure smooth daily store operations with the highest level of service to customers. Create a positive work environment with proactive work relationships.

Work environment: Fast-paced retail floor and office environment. Work near moving and mechanical parts (i.e. baler, slicer) in precarious places (i.e. ladder work) and in cold or hot conditions. Ability to work in moderate and loud noise environments including computers, paging, phones, human voices and machinery. Job-related travel to La Crosse regularly.

Responsibilities:

I. Customer Service

- a. Treat people consistently, fairly and with respect
- b. Ensure efficient, informative and friendly service according to established customer service expectations
- c. Build the PFC brand by ensuring consistent representation of our standards and culture.

II. Store Operations

- a. Be PFC's primary communicator to store personnel and serve as community liaison between store and public
- b. Ensure smooth flow of store operations on a day-to-day basis. Arrange for coverage of vacant shifts as necessary and develop a back-up coverage plan.
- c. Ensure appropriate manager on duty coverage during all hours of store operation
- d. Resolve customer concerns and anticipate customer needs
- e. Ensure efficient and effective store opening and closing procedures.
- f. Ensure store is well stocked with appealing and abundant sets and displays and fresh products
- g. Ensure proper store cleanliness and appearance to ensure customer satisfaction
- h. Ensure compliance with all applicable laws: business licenses, permits, health regulations and security
- i. Work with Marketing to plan, organize and execute promotional events and activities at the store level
- j. Coordinate contracted services, including but not limited to: uniform and towel, waste disposal, maintenance and repair, refrigeration service, store and office supplies, service and security contracts

III. Leadership

- a. Be an active member of the central resource team
- b. Conduct bi-weekly one-on-one interaction with department managers to review goals and to solve problems relating to missing margin, labor and personnel issues
- c. Lead weekly department huddles to communicate on current challenges, activities and store performance
- d. Promote team building and motivate staff to achieve their stated objectives
- e. Cooperate with La Crosse Store Manager to ensure operational consistency between stores
- f. Act as a model to all employees following the Management Commitment and the Employee Handbook

IV. Planning and Budgeting

- a. Take an active role in driving the success and progress of the entire organization
- b. Plan and lead management team meetings
- c. Assist CEO in preparation of annual business plan including annual operating and capital budgets, department labor budgets, purchasing budgets and work plans
- d. Participate in setting measurable objectives for department managers
- e. Monitor deviations from store budget, work with department managers to take corrective action

- f. Ensure that PFC's pricing strategies and programs are understood and implemented throughout the store
- g. Research, analyze, present and, as approved, implement and manage projects to achieve positive progress on Ends and strategic objectives

V. Personnel

- a. Coordinate and partner with direct reports regarding personnel recruitment, training, performance management, compensation and discipline in compliance with established practices, policies and budgets
- b. Work with department managers to meet established sales, margin and labor budgets, working to correct problems as encountered
- c. Enforce performance standards for brand, service and quality
- d. Ensure that all store staff receive on the job training. Ensure that every department uses a training plan
- e. Interpret and enforce all conditions of employment according to the employee handbook, consistent with union guidelines as appropriate
- f. Conduct annual evaluations of department managers
- g. Take disciplinary action as needed for department managers. Assist HR and department managers with disciplinary actions
- h. Assist in or lead employee terminations, following established policies and participate in investigations of employee complaints or grievances

VI. Asset Protection

- a. Ensure that PFC facilities and equipment are used in accordance to safety standards and that those assets are kept in safe working condition.
- b. Ensure store-wide training in areas of security, safety and emergency procedures, and ensure that managers are trained to handle emergency situations
- c. Investigate equipment repair and replacement needs
- d. Participate in quarterly inventories
- e. Maintain cleanliness, safety and repair of building, equipment and vehicle
- f. Ensure that cash and inventory are handled according to PFC standards to minimize shrink and theft

VII. Perform other tasks assigned by the CEO.

Qualifications

- Minimum of five years of experience supervising multiple employees including hiring, training, leading and evaluating
- Experience in competitive retail food store environment with knowledge of food safety and facility maintenance systems
- Ability to develop and interpret financial statements, and establish margin and pricing
- Have knowledge of category management and use a disciplined approach to managing product categories
- Ability to plan, develop, implement, and assess systems to provide for efficient and productive retail operations
- Demonstrated project management success
- Demonstrated ability to work independently and exercise independent judgement on tasks
- Excellent communication and listening skills
- Ability to professionally document, communicate and archive notes of meetings, evaluations, events and trainings
- Ability to work well with others in a cooperative environment where teamwork and constant communication is essential
- Outstanding customer service skills
- Regular, predictable attendance
- Demonstrated ability to follow through on commitments
- Demonstrate objectivity, neutrality and calmness under pressure
- Computer proficiency including Microsoft Office and Outlook
- Demonstrated ability to work any day of the week and available for evenings, weekends and holidays
- Knowledge of current trends in grocery and natural foods industry
- Possession of a valid MN driver's license with an acceptable driving record
- Travel for trainings and conferences, and for meetings in La Crosse
- Willingness to be open, to learn and take on new responsibilities