

People's Food Co-op
Job Description
Deli Counter Manager

Objective: To provide People's Food Co-op shoppers with high quality, delicious and nutritious food with friendly, accurate, consistent and efficient service to every customer every day. Coordinate and oversee all deli counter operations to ensure availability of high quality product to meet all department production requirements and consumer needs. To work in accordance with Deli Kitchen and Bakery Production Managers to coordinate fresh product available daily.

Status: Full time salaried position
Reports to: Food Services Director
Member: Management Team
Supervises: Deli Counter Department Staff

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

I. Customer Service

- a. Offer consistent, fair and respectful customer interactions to ensure repeat customer traffic.
- b. Ensure a high standard for customer service for all deli personnel according to established customer service vision and expectations.
- c. Provide product information and educational materials to customers and staff.
- d. Ensure proper training and orientation for all deli personnel through established procedures and policies.
- e. Understand and communicate the 'cooperative advantage', and the particulars of membership to shoppers and staff alike. Work to advance the mission of the People's Food Co-op through outstanding service.

II. Ordering and Pricing

- a. Negotiate with food service suppliers for favorable prices, terms and quality of ingredients and delivery.
- b. Evaluate food service suppliers, as necessary, and investigate new sources of supply.
- c. Oversee the receipt of orders and verify invoice accuracy and product quality on all deliveries. Ensure proper product rotation.
- d. Process invoices for submission to the accounting department.
- e. Establish product pricing that will achieve margin goals set with the store manager.
- f. Ensure timely and accurate price labeling and signage of prepared foods product. Communicate changes with deli staff.
- g. Ensure proper tares are used for packaging and all outgoing product is compliant with weights and measures guidelines

III. Department Operations and Safety

- a. Research and develop employee safety measures for food handling and preparation, implementing the most functional and efficient ergonomics.
- b. Develop systems and ensure their implementation to maintain accurate, updated records of product cost, production, and losses.

- c. Implement and oversee systems for quarterly inventory of deli department items (deli/bakery/meat/cheese.)
- d. In cooperation with the deli and bakery production manager ensure kitchen equipment is maintained and properly serviced. Advise operations and/or store manager of equipment repair and replacement needs.
- e. Ensure adequate supply and selection of deli salads, entrees, home meal replacement, hot case foods, soups, sandwiches, bakery items, fresh meats and cheeses.
- f. Ensure all staff activities and operations are compliant with health code guidelines

IV. Personnel

- a. Develop performance standards for all deli staff.
- b. Schedule deli staff according to weekly labor budget and quarterly cost of labor goals.
- c. Arrange for coverage of vacant shifts and fill in as needed.
- d. Develop training materials and systems for all deli staff in coordination with the store manager.
- e. Ensure on the job training for all deli staff. Review and initial the training checklist when employees are trained or retrained.
- f. Hire qualified deli staff within established policies.
- g. Conduct evaluations of deli staff in accordance with established policies and procedures.
- h. Take corrective counseling measures and/or disciplinary action as needed for all deli staff, according to established personnel policies.
- i. Ensure that department meetings are conducted at least bi-annually. Provide effective communication of operational issues.
- j. Terminate department employees as necessary, following established personnel policies.

V. Merchandising and Promotions

- a. Ensure that all displays are fully stocked, fronted and faced, and properly rotated. Set stocking priorities for staff on a daily basis. Stock items as needed.
- b. Ensure proper signage for all items in each area of the deli. Request assistance from marketing department as needed for signage and display props.
- c. Plan and execute attractive, excitement generating displays. Coordinate promotions with other departments to create a cohesive image.
- d. Cross merchandise product with other departments regularly with an eye on mutual sales increases.
- e. Perform competitor price comparisons on a regular basis.
- f. Determine weekly and monthly specials. Promote these items with other departments and with the assistance of the marketing department.
- g. Work to develop seasonal recipe options with the kitchen manager. Create opportunities for customer feedback on recipes and regular product offerings.
- h. Work with Kitchen Production Manager to coordinate special orders and catering opportunities

VI. Budgeting and Planning

- a. Attend weekly management team meetings and quarterly training retreats.
- b. Attend quarterly all staff meetings.
- c. Work with the Store Manger and the Food Service Data Coordinator to establish goals for margin, labor, sales, and inventory.
- d. Work with the store manager to develop annual operational budget sales projections along with a capital budget with equipment needs.

- e. Develop annual labor budget according to established productivity, labor and cost goals.

VII. Perform other tasks assigned by the operations manager or store manager.

Qualifications

- Minimum one (1) year experience in retail management
- Minimum of two (2) years of experience in food service
- Experience in personnel management (interviewing, hiring, training, evaluation and discipline)
- Proven ability to develop and implement budgets and to adhere to cost and margin requirements
- Previous experience with ordering, pricing and inventory control
- Strong organizational skills
- Keen attention to detail
- Ability to manage and motivate staff
- Ability to plan, develop, implement and assess systems for efficient and productive operations
- Strong communication and listening skills
- Commitment to superior customer service and to providing the highest quality shopping experience possible
- Ability to work well with others in a cooperative environment where teamwork and constant communication is essential
- Regular, predictable attendance
- Demonstrated ability to follow through on commitments

Physical Requirements: Continuous standing and walking for 6-8 hours at a time, work in various temperatures typical of kitchens and food service areas, safely lifting items weighing over 25+ pounds with or without reasonable accommodation, motor coordination as needed to fulfill general food preparation tasks.