

Job Description
IT & POS Manager

Objective: To support the mission of the Co-op through **management of the point of sale system and IT systems, management of databases for product and membership, and maintenance of technology tools** for successful operations in both stores.

Status: Full time salaried position.

Level: Management team

Reports to: CEO

Supervises: IT staff and Member Database Coordinator

Location: Rochester or La Crosse

Responsibilities:

I. Customer Service

- a. Offer consistent, fair, and respectable customer interactions to ensure repeat customer traffic.
- b. Provide top quality customer service with internal and external customers, including staff, board members, vendors, shoppers and outside stakeholders
- c. Approach daily work and customer service with a sense of urgency.
- d. Prioritize work according to critical business needs and be responsive to in-person, phone and electronic communications
- e. Represent the PFC brand and communicate ownership
- f. Exhibit professionalism and positivity in attitude toward internal and external customers

II. POS Operations

- a. Maintain the accuracy and integrity of the POS database to ensure accurate sales records and product pricing.
 - i. Manage tools for updating costs and prices including tools for shelf tag and promo signage production
 - ii. Develop and communicate protocols for item database including plu assignments
 - iii. Manage accurate taxation, SNAP and WIC eligibility, and internal attribute assignments
 - iv. Manage daily, weekly and monthly discounts, promotions and groups allowed/unallowed for discounts and promotions
- b. Track progress and outcome of all NCBP issues and NCBP maintenance work
 - i. Track repairs and maintenance of POS equipment at both stores
- c. Ensure the accurate collection, security and integrity of co-op data moving through the POS system
- d. Work with front end managers to ensure registers are running accurately and smoothly, and addresses customer experience concerns
- e. Manage SMG interface with POS
- f. Assist HR, Marketing and Finance in all POS functions

III. IT Operations

- a. Responsible for IT systems including internal network, Outlook, phone system, building security system, workstations, paging, music, office equipment, and user endpoint protection.
 - i. Direct staff to use Managed Service Provider whenever possible
 - ii. arrange for service as necessary and alert relevant team members
 - iii. Investigate equipment issues and track repairs and replacement
 - iv. Coordinate hardware and software purchases, installations and upgrades
- b. Manage phone system
 - i. Manage changes for outgoing greetings for holidays, emergencies or store closings
 - ii. Manage user updates, repairs and system maintenance
 - iii. Update and distribute user manuals for basic and higher-level users
- c. Manage relationships for all related technology vendors
- d. Manage back-up / disaster recovery procedures
- e. Maintain and support databases
- f. Manage projects for technology changes
- g. Work with store management to integrate technology for store tasks
 - i. Identify and resolve problem areas in handheld scanning system
 - ii. Train store staff in technology relating to phone, computers and printers and SMS function
- h. Provide reports to support business objectives, including promotions, audits, sales, and owner lists
 - i. Develop and automate reports
 - ii. Understand capabilities of point of sale system to access data and process reports
- i. Ensure compliance with all applicable laws and internal policies regarding software licenses, non-invasive internet usage, security and PCI Compliance, using audits as necessary

IV. Personnel

- a. Supervise IT staff and provide direction, supervision and evaluation of performance.
- b. Supervise Membership Database Coordinator
- c. Schedule labor hours and assign tasks as necessary to meet demands of customer flow
- d. Enforce policies and procedures for use of data and hardware as governed by PFC policies
- e. Take disciplinary action following established policies.
- f. Create and distribute training videos and manuals for POS, technical assets, digital communications and security measures

V. Planning and Budgeting

- a. Manage list of assets, in-service dates and licensing
- b. Assist in preparation of operating and capital budgets, labor budgets and work plans
- c. Participate in management team responsibilities as designated, such as policy development
 - i. Attend all required meetings, trainings, seminars and workshops
 - ii. Communicate about current and future projects with leadership team
 - iii. Recommend efficiency or systems changes to leadership team
- d. Be proactive about creative self-learning and professional development

VI. Perform other tasks as assigned

Physical Job Requirements

Ability to use computer keyboard, mouse, telephone, and various office equipment continuously
Ability to lift and carry up to 20 pounds frequently
Ability to lift and carry up to 50 pounds occasionally
Ability to sit, stand, walk for long periods of time
Ability to bend, stoop, squat, kneel, climb stairs or ladder occasionally
Ability to reach above shoulder height occasionally
Fine motor requirements of typing, grasping, manipulating objects with fingers
Vision requirements (e.g., color vision for graphic design)
Ability to work shifts outside of normal store hours as needed

Qualifications

Degree in MIS, Information Science, Computer Science or related field, or equivalent experience
3-5 years' experience supporting and managing computer networks and system configurations
Knowledge of current computer hardware/software systems
Experience and competence with the following:

- Microsoft Business Technologies: Domain Services, Active Directory, and Group Policy Object management
- Network administration including firewall configuration, vpn management, and on-going network design and maintenance
- Backup and recovery procedures and audits
- Systems monitoring and management
- PCI compliance auditing, policy implementation, and SAQs
- Server management and monitoring
- MSSQL database maintenance

Experience with retail POS systems. Knowledge of specific POS is a plus
Supervisory experience; including training and evaluating employee
Demonstrated problem solving skills
Ability to plan, develop, implement, and assess systems to provide for efficient and productive retail operations
Good communication and listening skills
Ability to work well with others in a cooperative environment where teamwork and constant communication is essential
Commitment to work with diverse populations of employees and other stakeholders
Commitment to superior customer service
Regular, predictable attendance
Demonstrated ability to follow through on commitments in a timely manner
Availability to address issues as they arise – which may be outside of normal work hours