

Assistant Deli Manager

Exempt Non-Exempt

Department: Deli Compensation Grade: Level 4

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority by ensuring customers are attended to with care, high level of service and professionalism. Responsible for assisting in overseeing the operations of a natural food's deli with sub-departments (prepared foods & espresso Bar) to meet Ukiah Natural Foods (UNF) goals for safety, sales, margin, labor expense and customer care. Provide top quality product at all times. Ensure effective inventory control. Provide a safe, attractive, efficient department, and develop team members to maintain high quality standards for deli food and beverage service.

Reports to:

Deli Department Manager

Essential Functions:

General Responsibilities of Co-op Assistant Department Managers

1. Customer Service:

- Be available for customer service when working on the retail floor.
- Learn product locations to find products for customers throughout the store.
- Role model excellent customer service for staff and provide excellent internal service to staff and peers.
- Ensure that department employees provide excellent customer service and receive appropriate customer service training.
- Able to understand and explain owner information and ensure the department employees receive ownership training.
- Encourage and answer all customer suggestions, requests, and complaints pertaining to the department.

2. Leadership Practices:

- Responsible to assist in the operation of the department.
- Function as coach and role model for employees by maintaining a positive example.
- Train and coach employees, setting an example to all staff specifically regarding customer service handling, professionalism, ethical work practices, job performance, etc.
- Ensure all departmental staff are taking rest breaks and meal periods appropriately and clocking in and out accurately.
- Provide frequent/daily feedback to the Manager concerning co-workers and the department operations.
- Communicate in a prompt, friendly, and knowledgeable manner to both customers and coworkers.

- Assist in the development of useful departmental training materials.
- Ensure staff receives consistent feedback.
- Provide leadership by guiding, directing, instructing, and motivating staff.
- Maintain an open door, within policy, to allow clear communication and direct staff to the correct resolution channel(s).
- Actively address performance and personnel issues in a timely and appropriate manner.

3. Department Management:

- Assist with the preparation of the weekly staff work schedule to cover departmental needs and ensure staff is provided a copy.
- Process paperwork and invoices in a timely and accurate manner.
- Maintain Reciprocity data.
- Assist with setting departmental goals and develop structure in compliance with the overall store vision.
- Complete in a timely manner all trainings required by state and federal law (such as Sexual Harassment Prevention and Food ServSafe for supervisors.)
- Maintain and update training documentation as systems and procedures evolve.
- Report regularly to the Deli Manager on the performance and events for your department.

4. Personnel Practices:

- Assist in the initial training of employees.
- Ensure department staff are updated and adhere to store policies and standards.
- Responsible for making sure detailed Incident Reports for on-the-job injuries are correctly completed and submitted to the department manager and Human Resources.
- Occasionally participate, as needed, in the application interview process and employee selection with the Human Resource department.
- Ensure that all staff in the department receives appropriate orientation and training.
- Assist in administering proper personnel actions (training, redirection, conversations, verbal warning, or written warning) and provide written documentation to the department manager and Human Resources.
- Help to coordinate staff schedules to allow them to take the required Passport training classes within specified required times.
- Keep locked and secure all documents containing employee personal information.

5. Safety and Sanitation:

- Maintain working knowledge of processes and solutions for store emergencies.
- Ensure department staff is aware of and follows health and safety rules appropriate to the department.
- Responsible for making sure detailed Incident Reports for on-the-job injuries are correctly completed and submitted to the department manager and Human Resources.
- Ensure that the department is clean and free of debris.
- Ensure all department staff are trained and monitored in the safe and correct use of equipment and proper lifting techniques.

Specific Responsibilities of Assistant Deli Manager

6. Products, Inventory Control, and Sales:

- Responsible to assist the Deli Manager in the operation of the deli department including ordering, receiving, credit claims, pricing, stocking, merchandising, promotions, and discount programs.
- Assist to ensure optimum stock levels of products based upon supplier or store movement reports with input from employees, customers, past history, and professional judgment.
- Ensure buyers are trained in the proper use of vendor systems for ordering.
- Oversee the department purchases with consideration for target inventory turns and controlled shrinkage.
- Monitor spoilage report, following up with appropriate buyers on spoilage concerns.
- Participate in quarterly inventory count.
- Assist Manager in the review of department invoices and credit vouchers to ensure merchandise purchased is priced correctly and prepares credit accordingly.
- Remain abreast of changing member/customer needs, new products and trends.
- Help to develop, maintain and train staff in effective selling techniques.
- Attend educational and job-related seminars as they become available.
- Evaluate demand for products through supplier and order histories including assessing current levels of inventory.
- Oversee placement of orders and stock items as needed.
- Ensure ordered items are the correct quantity and quality.
- Ensure stocking standards are accurately applied and train staff as necessary.
- Help to verify the fine details of ordering, buying, and the delivery process have been properly documented.
- Confer with the Deli Manager regarding the department's projected sales goals.
- Check current product movement reports to maintain turns and spoilages within acceptable limits.
- Research new products for possible additions to inventory.
- Study catalogs, industry publications and other sources to gain information regarding products in the department.
- Research answers to product questions and respond with the answer.

7. Merchandising;

- Ensure proper and attractive displays for the best presentation to customers, making sure displays and shelves are fully stocked, faced, rotated, and clean.
- Check for proper shelf tags and sale signs are on shelves and displays. Request shelf tags and/or sale signs from the Scan Clerk as needed.
- Learn and Implement adopted merchandising policy for buying, stocking and merchandising products.
- Determine product placement based upon traffic flow.

8. Other duties:

- Perform additional duties as requested by the Grocery Manager.
- Know the current buying and stocking protocol for each area in the department.
- Be able to perform the buying and stocking duties as needed.

Expectations:

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department Manager.
- Professionalism – Dress and manners are appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.
- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.
- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior. Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.
- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

Responsibility and Authority:

Equipment:

- Responsible for the care of and training on deli equipment. This position must provide the proper and continued training for department staff in the safety procedures for all equipment used and is responsible for monitoring the operation of the refrigeration and freezer equipment. Additionally, this position is responsible for the care and operation of standard office equipment.

Financial:

- *Direct responsibility* - Careful attention to details when receiving and stocking merchandise. Double check invoice information. Double check the prices posted on the shelf tag or sale sign.

- *Indirect responsibility* – This position is responsible to train department buyers and receivers in proper inventory receiving, ordering, and pricing procedures. Deli has direct face-to-face exposure with customers and must supply excellent customer service to maintain customer satisfaction and retain customers.

Supervisory:

- Responsible for training entry level employees, leads and buyers, and monitoring their work. Assist the Deli Manager in overseeing all deli department personnel.

Qualifications :

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge and Skills

Minimum Education:

- N/A

Minimum Experience:

- Requires at least one-year experience in a supervisory or assistant manager position including training and employee evaluation.
- Proficient in basic math skills in order to monitor profits and manage inventory.
- Knowledge of inventory control, margins, and pricing.
- Experience with purchasing and receiving in a retail environment.
- Merchandising experience.
- Knowledge of natural, Non-GMO and organic foods, food service and products. Able to effectively articulate that knowledge.

Language Skills:

- Ability to speak effectively in English and extend excellent customer service customers, staff, vendors, and community members.
- Write occasional notes, reports, correspondence, business letters and/or summaries in English.
- Proper and professional use of the phone system.
- Read and interpret documents in English such as safety rules, operating and procedure manuals, and periodicals and journals.

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-used software programs, including but not limited to Microsoft Office programs and Internet navigation.

Reasoning Ability:

- Skills and logical reasoning, which will provide sound judgment and accuracy when carrying out procedures for buying, receiving, and training.
- Ability to handle multiple demands while prioritizing customer needs and paying attention to detail.
- Stay focused and on-task without supervision.
- Ability to follow written and verbal instructions.
- Ability to operate independently without supervision and to determine own work priorities within departmental guidelines.
- Ability to problem-solve and research information.
- Demonstrate objectivity, neutrality, and calmness under pressure.

Desirable Skills:

- Experience reviewing and/or developing departmental budgets.
- Ability to communicate in Spanish.

Physical Job Description

Typical Working Conditions:

Work areas vary depending upon scheduled activity. Areas can include: Office/administrative work usually within an office space for one to two people, which includes computer/key board work. Working in the kitchen includes prolonged periods of standing and a variance of temperatures and space. Retail floor work requires prolonged periods of standing with frequent lifting and bending or moving throughout the department. Space is air-conditioned but fluctuations may occur because of change in outside temperatures or working in the refrigeration or freezer units.

Equipment Used:

This position requires the ability to work on ladders and stepladders, with pallet jacks, 4-wheel stocking carts, and box cutters, and in walk-in refrigerators and freezers. Employee may wear protective clothing or gloves as necessary. This position may also need to use additional office equipment such as fax machine, shredder, laminator, and copier. The department has a computer for ordering, receiving, and price checking.

Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to stand and walk for prolonged periods of time. The employee is constantly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 60 pounds, sometimes repetitively. There may be the frequent need to squat or kneel and push or pull weighted cards. The employee must be able to see to review invoices, prices sheets, and check product codes and signage. There may be a frequent need to stoop, kneel, crouch, or crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

