



## Grocery Shift Leader

Exempt       Non-Exempt

Department: Grocery

Compensation Grade: Level 2

### **Job Summary:**

Promote and support the Ukiah Natural Foods Co-op vision and mission. Always provide excellent customer service. Assist the Grocery Manager with all daily operations, routines, and procedures. Lead the grocery department in the absence of the department manager prioritizing the duties to be done and responsible for supervising grocery staff in the operation of the grocery department. Assist in the implementation of approved policies and procedures. Train the grocery personnel as needed in all phases of their job functions. Ensure the provision of excellent customer service in a prompt and professional manner. Function as the lead for the department.

### **Reports to:**

Grocery Department Manager

### **Essential Functions:**

- 1. Knowledge of and proficient in duties assigned to grocery stockers and team leader (*see job descriptions – Grocery Stocker and Grocery Team Leader.*)**

### **General Responsibilities Shift Leader**

#### **2. Provide excellent customer service:**

- Greet and offer assistance to customers.
- Treat customers in a prompt, friendly, and attentive manner, offering help to customers when needed.
- Familiarity with co-op policies and product locations to better answer customer questions.

#### **3. Supervise personnel and oversee department:**

- Responsible for the operation of the department.
- Function as coach and role model for employees by maintaining a positive example.
- Assist in the initial training of employees.
- Train and coach employees, setting an example to all staff specifically regarding customer service handling, professionalism, ethical work practices, job performance, etc.
- 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.
- Maintain a neat, clean and organized environment.

## **Specific Responsibilities Grocery Shift Leader**

### **4. Customer service:**

- 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.
- Be on-call customer service aid to other departments regarding grocery issues.

### **5. Operation of grocery department:**

- Responsible for the operation of the grocery department including receiving, credit claims, pricing, stocking, merchandising, promotions, and discount programs.

### **6. Inventory control and new products:**

- 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.
- Make certain the fine details of ordering, buying, and the delivery process have been properly documented.

### **7. Merchandising:**

- Ensure products are displayed, faced, and fronted according to established procedures.
- Establish plans and goals to coordinate with upcoming sales and promotions to merchandise for the best presentation to our customers.

### **8. Sales Goals and Profitability:**

- Confer with the grocery 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.

### **9. Maintain a safe and clean environment:**

- Stack and/or break down boxes while stocking. Frequently move empty boxes to the recycle areas to keep clear pathways.
- Sweep up debris from the aisles and walkways. Mop up spilled liquids or tracked in rain and snow. Use safety cones to alert customers and staff.
- Clean, dust and wipe shelves, cases and products.

### **10. Other duties:**

- Know the current buying and stocking protocol for each department.
- Be able to perform the buying and stocking duties as needed.
- Perform other tasks as assigned by the Grocery manager.
- Attend occasional educational seminars.
- Attend mandatory monthly staff meetings and read all notices and newsletters.

## **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:	Consistent cleaning, storing and safety checks of carts, ladders and box cutters. Report any equipment malfunction or problem to the department manager.
Financial:	Careful attention to details must be paid when receiving and stocking merchandise. It is important to double check invoice information so the co-op is not overcharged for or under shipped the amount of product ordered. It is equally important to double check the prices posted for the customer. Errors in pricing have the potential to cost the co-op income and/or irritate or lose customers.
Supervisory:	Responsible for training entry level employees and monitoring their work.

## **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:**

- N/A

#### **Language Skills:**

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

#### **Computer Skills:**

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued 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 and pay attention to detail.
- Stay focused and on-task with minimal supervision.
- Ability to follow written and verbal instructions.

#### **Desirable Skills:**

- Knowledge or organic foods and/or cooking.
- Basic math or calculator skills.
- Ability to communicate in Spanish.

### **Physical Job Description**

#### **Typical Working Conditions:**

Employees will be standing and walking for prolonged periods of time on a concrete floor. Environment may cause exposure to a cold and damp environment. It may require prolonged periods of time in or around refrigerated areas. Work area may be open to outside temperatures and become heated or cold depending on the season.

**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. 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. There may be the occasional need to climb or to crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

