



CO-OP MARKET GROCERY & DELI

526 Gaffney Road  
Fairbanks, Alaska 99701

(907) 457-1023

[www.coopmarket.org](http://www.coopmarket.org)

## **Deli Manager**

**Reports to:** General Manager

### **Position Summary**

The Deli Manager ensures an organized and smoothly run deli department including ordering, pricing and inventory control. The Deli Manager motivates and provides deli staff with tools required to guarantee the highest level of customer service and to meet department objectives for sales, margin and labor goals. This includes the scheduling, supervision, evaluation and constructive discipline of deli employees.

### **Responsibilities**

#### **Customer Service**

- Exhibits exceptional service for customers and staff and ensures that all department staff is customer focused
- Knows store layout and is aware of products in other departments
- Remain abreast of changing owner/customer needs, new products, effective selling techniques

#### **Finance**

- Ensure adequate supply and selection of products keeping out of stocks to a minimum
- Ensure accurate up-to-date price labeling of deli, meat & seafood and bakery products
- Work with General Manager to establish a pricing structure that will ensure that department margin goals are met
- Ensure accurate up-to-date records of cost of preparing deli items
- Ensure that Meat & Seafood buyer is fulfilling all duties (see job description)
- Regularly review financial reports and take corrective action as needed
- Maintain records pertaining to shrink (e.g. markdowns, spoils, spills, etc.)

#### **Merchandising**

- Coordinate product selection, cross merchandising of products with other departments and menu planning
- Ensure that the deli has attractive informative signage
- Read trade journals to increase knowledge of industry trends



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- Conduct periodic price comparisons with other stores

### **Management and Department Operations**

- Research and develop employee safety measures for food handling and preparation, implementing the most functional and efficient ergonomics
- Develop systems and ensure their implementation to maintain accurate, updated records of product cost, production, and losses
- Ensure that department display units, coolers, work areas, storage areas, and sales floor are in clean and orderly condition
- Ensure deli equipment is maintained and properly serviced. Advise General Manager of equipment repair/replacement needs
- Develop and revise department's standard operating procedures (SOP) as needed. Ensure staff is aware of and trained in department SOP's
- Ensures that department operates following health department requirements in food storage and handling. Follows Department of Agriculture standards for sanitation.
- Conduct monthly department inventory.
- Participate in Co-op quarterly inventory.
- Perform all other duties as assigned by General Manager.

### **Qualifications**

- Dedication to ensuring the customer has the best possible experience
- Experience supervising and managing staff in a food service or retail setting
- Ability to safely operate all kitchen and deli machinery, including, but not limited to: cheese/meat slicer, food slicer, food processor, industrial mixer, knives, ovens and stoves
- Food workers card
- Food Safety Certificate preferred, e.g. SERV Safe
- Some knowledge of natural foods and special dietary needs
- Possess above average math and budgeting skills
- Basic computer skills (Microsoft Word, Excel)
- Communication skills: good listener; gives clear instructions
- Excellent sense of organization



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- Regular predictable attendance
- Ability to handle multiple demands
- Ability to lift up to 20+ lbs.
- Ability to stand for long periods
- Willingness and ability to learn and grow to meet the changing requirements of the position