



CO-OP MARKET GROCERY & DELI
526 Gaffney Road
Fairbanks, Alaska 99701
(907) 457-1023
www.coopmarket.org

Deli Manager

Reports to:

General Manager

FLSA Status:

Non-Exempt

Position Summary

The Deli Manager ensures an organized and smoothly run deli and fresh foods department including ordering, pricing, and inventory control. Motivates and provides deli staff and fresh foods 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 and fresh foods employees.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

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)



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- 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.
- 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 and Food Safety Certificate preferred, e.g., SERV Safe.
- 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.



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- Excellent sense of organization
- Regular predictable attendance
- Ability to handle multiple demands.
- Ability to exert force, push, pull, lift to 20 lbs.
- Ability to stand for long periods.
- Willingness and ability to learn and grow to meet the changing requirements of the position.

Work Environment: Grocery Store, cool and warm areas in various departments

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.