



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701

(907) 457-1023

www.coopmarket.org

Front end Lead

Full- time, 40 hours

FLSA Status: Nonexempt

Reports to: General Manager

Position Summary

The Front End Lead is responsible for maintaining a comprehensive grocery selection that is well organized, dependably stocked and meets the needs of the customer. The Front End Lead will ensure all associates receive proper training and supervision and will ensure correct ordering, receiving, unloading, storage and rotation of merchandise and building of displays. This position is responsible and accountable for the successful operations of the grocery and front-end department that includes meeting sales, margin goals and labor budgets.

Responsibilities

Customer Service

- Provide prompt friendly customer service
 - Greet and assist customer in a way that models exemplary conduct to other staff
 - Assist customers with special orders and bulk pricing
 - Encourage and answer all customer suggestions, requests, and complaints
 - Know store layout and be aware of products in all departments
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- Handles company funds with accuracy
 - Correctly rings in items at register
 - Stock items as assigned
 - Keep register area in a clean and orderly condition
 - Collect grocery carts from corral as needed



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Merchandising

- Purchase items consistent with the ends and objectives of the Co-op
- Use product movement data and market analysis to assist in product selection
- Negotiate with suppliers for favorable prices, terms, quality, and delivery
- Set stocking priorities for staff to ensure shelves and coolers are fully stocked and rotated
- meet margin goals

Department Maintenance

- Maintain effective working relations with suppliers
- Inform Operations manager of equipment repair and replacement needs
- Ensure that grocery department shelves, displays, aisles, and storage areas are in clean orderly condition, meeting health department and ADA standards

General Management

- Supervise work performance and conduct of front-end Department personnel, ensuring compliance with established policies and procedures, handle disciplinary actions
- Effectively run and understand all aspects of the Point-of-Sale system
- Reconcile daily sales and bank deposits, take deposits to the bank
- Model supportive and participatory leadership qualities, promotes team building and motivates staff to achieve goals
- Maintain an in-depth understanding of financial statements and labor budget as related to operations of the department



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Qualifications

- Minimum of 3-5 years of retail experience, in a retail setting
- Knowledge of current trends in the food industry and retail
- Excellent cashier and money handling skills
- Effective communication skills –listens well, gives clear instructions
- Capable of maintaining an inventory that best suits customer needs and anticipates seasonal sales
- Familiarity with POS systems
- Basic computer skills (Microsoft Word, Excel, internet ordering)
- Ability to manage multiple demands, ability to exert force, push, pull, lift to 20lbs
- Regular predictable attendance
- Capable of working independently and motivating self and others
- Capable of learning math skills required to understand financial statements and calculate margins
- Flexible with schedule needs, can work on weekends
- Organized, meticulous attention to detail
- Ability to project a friendly, outgoing personality

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. Supervisors may assign additional functions and requirements 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.