



## Deli Manager Job Description

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**Department:** Deli **Pay Range:**  
 Management/salary

**Reports to:** Store Manager **Status:**  
 Salaried/exempt

**Job Summary:** Supervise selection, pricing, preparation and promotion of designated products and ensure hiring, training and supervision of department staff to meet goals for sales, margin, inventory turns, labor expense, safety, sanitation and customer service in compliance with established practices and WFC policies, National Organic Program (NOP), and applicable insurance and regulatory agencies.

### Essential Duties and Responsibilities:

#### Storewide

1. Abide by all Whole Foods Co-op (WFC) policies and procedures as outlined in the Field Guide and Policy and Procedure Manual.
2. Consistently and positively promote membership and member benefits.
3. Follow all safety practices and policies.
4. Arrive at all shifts, meetings and trainings on-time and work scheduled hours.
5. Regularly perform store cleaning and maintain cleanliness to required standards.
6. Maintain a positive attitude.

#### Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with the WFC's customer service standards.
  - a. Ability to deal with difficult or emotional customer situations.
  - b. Anticipate customer needs.
  - c. Promptly respond to requests for service and assistance.
2. Treat all customers and co-workers fairly, consistently and with respect

#### Job Specific

1. Supervise selection, receipt, pricing, preparation and promotion of designated products to achieve goals for sales, margin, inventory turns, and labor expense in compliance with WFC policies, department Organic Standards Handling Plan and established practices for safety, sanitation and customer service.
2. Hire, train, supervise, and evaluate department employees in compliance with established practices and budget restrictions to achieve department goals.
3. Ensure cleanliness of department shelving, appliances, refrigeration equipment, prep areas, storage areas, office areas, and display areas in compliance with established practices and communicate to Store Manager and document any equipment maintenance or safety concerns and incorporate any equipment and safety needs into budget requests or allocations.
4. Perform other tasks assigned by the Store Manager.

### **Knowledge, Skills, Abilities**

- Ability to document high school graduation or GED
- Experience supervising including, but not limited to, interviewing, training, ensuring accountability and evaluating employees
- Experience developing and implementing successful marketing plan within budget
- Experience developing and implementing successful cooperative membership program within budget
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures, and meet deadlines
- Ability to manage confidential information in a professional and responsible manner
- Willingness to be open, to learn, and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to follow through on systems and procedures
- Regular, predictable attendance
- Effective communication skills in English
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL
- Ability to read and comprehend instructions
- Ability to work efficiently in a fast-paced environment
- Ability to be flexible and to adapt to changing conditions quickly
- Demonstrated ability to follow through on commitments
- Ability to prioritize tasks
- Experience in commercial cooking/baking, preferably in deli/restaurant/natural foods
- Available to work evenings and weekends

### **Work Environment:**

1. Occasional Exposure
  - a. Outdoor weather conditions (e.g., tasks in loading dock and receiving areas)
2. Frequent Exposure
  - a. Wet and/or humid conditions (e.g., walk-in/reach-in coolers)
  - b. Proximity to warm, steamy and/or hot appliances
  - c. Moving loaded carts/pallets of product in and out of storage/retail areas and in and out of freight elevator.
3. Constant Exposure
  - a. Background music and in-store pages
  - b. Food odors, grain and spice dust, food allergens (e.g., proximity to preparation of seafood)

### **Essential Physical Requirements**

1. Ability to frequently lift and move up to 60 lbs throughout shift.
2. Frequently stand, walk, squat, bend, sit, balance and rotate body.
3. Frequently ascend and descend stairs, ladders and step stools.
4. Ability to safely use sharp cutting instruments.
5. Use of hands and feet to operate machinery such as computer keyboard, copier, department equipment and appliances

### **IMPORTANT DISCLAIMER NOTICE**

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.