



## Front End Manager Job Description

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<b>Department:</b>	Operations	<b>Pay Range:</b>	Management/Salary
<b>Report to:</b>	Store Manager	<b>Status:</b>	Salaried/Exempt

**Job Summary:** Manage Front End/FE Department and ensure prompt, friendly, courteous customer service, accurate cash handling, store security and a safe and clean environment for customers and staff while meeting department goals for labor, productivity and cash accountability in compliance with established practices, WFC policies and applicable regulatory and insurance agencies.

### Essential Duties and Responsibilities:

#### Storewide

1. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

#### Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
  - a. Resolve customer concerns.
  - b. Anticipate customer needs.
  - c. Promptly respond to requests for service and assistance.
  - d. Schedule and post electronically position hours to ensure availability of department support.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

#### Job Specific

1. Ensure accurate and secure completion of customer transactions relating to sales, services and/or ownership in accordance with shift criteria and in compliance with the policies and practices of WFC.

2. Ensure accurate and secure cash handling by FE staff including, but not limited to, counting-in and/or counting-out cash drawers, making cash drops, acquiring change and supporting FE requests for till security and/or POS trouble-shooting.
3. Ensure compliance with the policies and practices of WFC related to store safety and security including, but not limited to, opening and closing procedures, physical plant maintenance and customer service.
4. Hire, train, evaluate, coach and supervise designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations, to achieve department goals and to achieve WFC goals.
5. Ensure department accountability for maintaining performance standards, provide daily supervision and leadership to designated employees and follow through promptly on documentation, coaching and corrective actions in compliance with WFC policies and practices.
6. Ensure cleanliness and maintenance of department shelving, POS equipment, storage areas, cash room, Brewery Creek Overlook, break room, office areas and display areas in compliance with established practices; document, report and resolve any equipment maintenance or safety concerns; and incorporate equipment, sanitation and safety needs into budget requests or allocations.
7. Participate in storewide management including, but not limited to, participating on the Operations and Management Teams and in cross-promotional planning meetings.
8. Perform other tasks assigned by Store Manager.

## **Knowledge, Skills, Abilities**

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

- Applicable degree/certification ~~as applicable~~
- Minimum three (3) years leadership experience in retail and/or project management
- Experience supervising employees and/or project teams including, but not limited to, interviewing, training, coaching and evaluating
- Experience in retail, grocery, natural foods and/or cooperative management
- Experience with operation of Point of Sale/POS equipment

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

- High school diploma or GED
- Experience with retail cash handling and checkout procedures
- Analytical ability and proficiency in math
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL, data base management
- Ability to follow through on systems and procedures
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Personal integrity to handle confidential information as applicable
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment

- Ability to prioritize tasks
- Regular, predictable attendance
- Effective communication skills in English
- Available to work evenings, weekends, holidays

### **Work Environment:**

1. Occasional Exposure
  - a. Outdoor weather conditions (for carry-outs, cart retrieval)
2. Frequent Exposure
  - a. Handling wet, hot, cold, and/or frozen products
  - b. Change in room temperatures due to proximity of entrance/exit doors
  - c. Store cleaning supplies
  - d. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
3. Constant Exposure
  - a. Background music, register beeps and in-store pages (usually a moderate noise level)
  - b. Food odors, grain and spice dust, food allergens

### **Essential Physical Requirements**

1. Ability to occasionally lift and move up to 60 lbs. throughout shift
2. Ability to stand, walk, squat, bend, sit, balance and rotate body
3. Ability to ascend and descend stairs, ladders and step stools
4. Manual dexterity to handle product, packaging, writing implements and keyboards
5. Ability to safely use sharp cutting instruments/tools
6. Ability to complete repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to eight hours per day
7. Specific vision ability: close vision, distance vision, color vision, peripheral vision, depth perception, and adjust focus
8. Ability to use feet and hands to operate machinery and equipment including, but not limited to, cash register, computer, conveyor belt, snow blower, cardboard baler

### **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.