



## Assistant Manager/Front End Job Description

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<b>Department:</b>	Front End/FE	<b>Pay Range:</b>	Four
<b>Report to:</b>	Front End Manager	<b>Status:</b>	Hourly/Non-Exempt

**Job Summary:** As requested, assist Front End Manager and fill-in for Front End Manager to ensure compliance of all aspects of department operations including, but not limited to, accurate cash handling, store security, training and providing a safe and clean environment for customers and staff while meeting department goals for labor, productivity and accountability

### 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. Anticipate customer needs.
  - b. Promptly respond to requests for service and assistance.
  - c. Ability to deal with and resolve difficult or emotional customer situations.
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 department 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 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 following protocol for shoplifters and/or disorderly customers.
4. As requested, hire, train, supervise, schedule and evaluate department employees in compliance with established practices and budget restrictions to achieve department goals.
5. Participate in and ensure completion of department cleanliness and sanitation projects including, but not limited to, garbage, recycling and compost, department shelving, POS equipment, storage areas, cash room, Brewery Creek Overlook (BCO), break room, office area, and display areas, in compliance with established practices and communicate and document any equipment maintenance and incorporate any equipment needs into budget requests or allocations.
6. Perform other tasks assigned by the Department Manager including, but not limited to, filling-in for other department staff.

## **Knowledge, Skills, Abilities**

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

- Experience supervising including, but not limited to, training, coaching and evaluating
- Applicable degree/certification
- Experience in retail, grocery, natural foods and/or cooperative management
- Experience with operation of Point of Sale/POS equipment

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

- High school diploma or GED
- Computer proficiency, e.g., keyboard experience, email
- Analytical ability and proficiency in math
- 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 in a professional and responsible manner
- Willingness to be open, to learn and to take on new responsibilities
- Ability to be flexible and to adapt to changing conditions quickly
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to effectively convey information
- 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 (carry-outs, cart retrievals, snow removal)
2. Frequent Exposure
  - a. Handling wet, hot, cold, and/or frozen products
  - b. Change in room temperature due to proximity of entrance/exit doors
  - c. Using 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 and in-store pages
  - b. Food odors, grain and spice dust, food allergens

## **Essential Physical Requirements**

1. Ability to occasionally lift and move up to 40 lbs. throughout shift
2. Ability to stand, walk, squat, bend, sit, balance and rotate body
3. Ability to walk and stand for long periods of time
4. Ability to frequently move objects up to 10 lbs. through cashier station
5. Manual dexterity to handle scanning and bagging groceries
6. Use of hands and feet to operate machinery such as POS system, cardboard baler, conveyor belt, and hand trucks

## **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.