



Assistant Manager/Deli Job Description

Department: Deli
Report to:

Deli Manager

Pay Range: Four

Status: Hourly/Non-Exempt

Job Summary:

- Supervise production, rotation, stocking, storage, pricing, signs/price tags, display and promotion of designated products
- Ensure cooperation and coordination with department management to achieve department goals for purchasing, receiving, storage, stocking, rotating and merchandising of all Deli Department products
- Ensure personnel management including, but not limited to, hiring, training, coaching, evaluations, leadership and supervision of designated staff

in compliance with established practices and WFC Policies, National Organic Program/NOP and applicable insurance and regulatory agencies and to meet department goals for sales, margin, inventory turns, customer service, labor expense, safety and sanitation

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. Supervise production, rotation, stocking, storage pricing, display 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. Ensure cooperation and coordination with department management to achieve department goals for purchasing, receiving, storage, stocking, rotating and merchandising of all Deli Department products.
3. Ensure all products and displays are attractively and appropriately merchandised to maximize sales and customer access to product and product information; ensure accurate and appropriate signs/shelf tags for designated products.
4. Participate in recipe development as requested and monitor prepared foods quality, presentation and losses in compliance with WFC policies and established practices for safety, sanitation and customer service; maintain par numbers established by Deli Manager for prepared foods and outside vendors.
5. As directed, hire, train, coach, develop and evaluate designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations and to achieve department goals; fill in for designated staff as needed.
6. 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.
7. Ensure cleanliness and maintenance of department areas and department equipment in compliance with established practices; document and report any equipment maintenance or safety concerns to the Deli Manager.
8. Perform other tasks assigned by the Deli Manager including, but not limited to, participating in inventories, resets and department cleaning projects.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Applicable degree/certificate
- Experience in retail ordering, pricing, merchandising and display
- Experience in commercial food preparation, food safety, knife skills and cooking equipment
- Experience supervising including, but not limited to, interviewing, training, ensuring accountability and evaluating employees

Essential Knowledge, Skills and Abilities

- Ability to document high school diploma or GED

- Minimum two years of experience in commercial cooking/baking/retail foodservice
- Experience providing leadership and/or direction to employees including training and coaching
- Experience in retail, grocery, natural foods and/or cooperative management
- 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 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, tasks in loading dock area, outdoor events)
2. Frequent Exposure
 - a. Wet and/or humid conditions (walk-in/reach-in coolers)
 - b. Change in room temperatures due to proximity of entrance/exit doors
 - c. Carts/pallets of product moving in and out of storage/retail areas and in and out of freight elevator
 - d. Proximity to warm, steamy and/or hot appliances
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 frequently lift and move up to 60 lbs. throughout shift
2. Ability to stand, walk, squat, bend, sit, balance and rotate body
3. Ability to complete repetitive tasks such as moving objects in stocking and bulk preparation tasks
4. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks
5. Frequently ascend and descend stairs, ladders and step stools
6. Ability to safely use sharp cutting instruments

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.

Assistant Manager/Deli
December 18, 2015