

## **Menomonie Market Food Co-op Deli Manager**

**STATUS:** Pay Level V  
**REPORTS TO:** General Manager  
**SUPERVISES:** Kitchen Manager, Deli Specialist

### **JOB SUMMARY:**

The Deli Manager oversees all operations of a natural foods deli with bakery, cheese and prepared foods sub-departments to meet co-op goals for sales, margin, labor expense and customer service, and our Ends, which are to be central to a thriving, healthy community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **I. CUSTOMER SERVICE AND INTERNAL SERVICE**

- A. Provide excellent customer service to our shoppers, making the customers' needs your priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- E. Work to resolve any customer complaints or issues with appropriate department manager and any internal conflicts directly.

#### **II. LEADERSHIP**

- A. Model supportive and participatory leadership; promote team building within the staff.
- B. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
- C. Ensure that communications are clear, direct, and respectful.
- D. Ensure the integrity of MMFC's Ends Statement in decision-making and interactions with others.
- E. Use effective and respectful problem solving method to resolve issues.
- F. Act as a model to all store employees by following all policies and procedures and upholding the Ends, vision and values of the organization.

#### **III. PRODUCT MIX AND PRODUCTION:**

- A. Oversee all deli department programs, including hot and salad bars, made-to-order sandwiches, grab and go items, catering, special and bulk orders, cheese, and bakery.
- B. Ensure product mix is responsive to national and local trends, and supports MMFC's Ends and policies. Research new products and recipes to provide both variety and consistency of kitchen offerings, with seasonal changes.
- C. Ensure all prepared foods and programs are well-presented to customers at all times by developing production standards and systems that ensure recipe and label accuracy, freshness, abundance and high quality.
- D. Ensure organized systems and procedures to ensure appropriate, timely, and efficient buying.
- E. Approve all changes in product mix.
- F. Minimize out-of-stocks and overstocks and maximize sales and turnover. Ensure ordering of sufficient merchandise to stock promotional displays.
- G. Assure compliance with all purchasing contracts as applicable.
- H. Negotiate with suppliers and brokers for favorable prices, terms, quality, and delivery.
- I. Research new or alternative sources of supply, including local vendors.

- J. Obtain credit from suppliers where applicable.
- K. Work with Scanning Specialist to ensure accurate, up-to-date pricing in POS.
- L. Participate in NCG fresh programs.

#### **IV. MERCHANDISING, PROMOTIONS AND IMAGE**

- A. Research and implement pricing strategy and category management plans that meet our customers' needs.
  - a. Ensure routine price comparisons with competitors,
  - b. Identify broad, category and product-level strategies MMFC will employ in their pricing strategy to attain overall desired price image.
  - c. Ensure buyers understand price strategy, tools and tactics used.
- B. Oversee department floor plan and work with Promotions Team to ensure appropriate in-store promotions and displays.
- C. Plan and implement resets as necessary.
- D. Ensure up to date product information is provided for newsletter and other MMFC publications.
- E. Collaborate with the Marketing department and the Promotions Team to plan demos that align with promotional and branding plans.
- F. Attend Promotions Team meetings to plan promotions, sales, and storewide merchandising.
- G. Work with Marketing department to ensure that product-related signage is accurate, up-to-date and follows the co-op's established format.

#### **V. PERSONNEL MANAGEMENT:**

- A. Hire qualified applicants following established procedure.
- B. Ensure appropriate department-specific training to ensure that all department staff are proficient in the skills and knowledge required for their positions.
- C. Conduct timely and meaningful performance evaluations in accordance with MMFC procedures and standards.
- D. Recommend pay raises within department budget and MMFC pay scale.
- E. Take disciplinary action as needed following established policies.
- F. Ensure the schedule provides adequate support for the organization.
- G. Ensure department staff is informed of storewide meetings and policy changes.
- H. Assist Kitchen Manager with Personnel Management; approve all hires, evaluations, discipline, and terminations.
- I. Ensure staff are engaged in the pursuit of the department's and MMFC's goals.

#### **VI. DEPARTMENT MAINTENANCE:**

- A. Ensure that department areas are in clean, safe, orderly condition, meeting health department standards.
- B. Oversee monthly/quarterly inventory counts ensuring timeliness and accuracy.
- C. Maintain department equipment in working order, and follow established procedures for handling breakdowns. Advise Facilities Coordinator or Admin Services Coordinator of equipment problems or needs.
- D. Establish proper storage and labeling procedures.
- E. Maintain appropriate levels of department supplies within budget.

#### **VIII. ORGANIZATIONAL DEVELOPMENT:**

- A. Attend Development Team meetings, Promotions Team meetings, and storewide meetings.
- B. Participate in development of operating and capital budgets for MMFC
- C. Participate in strategic planning for the long term realization MMFC's Ends.
- D. Collaborate with Development Team to create operational, organizational, and product policy.
- E. Perform other tasks assigned by General Manager.

**QUALIFICATIONS:**

- Management experience in prepared foods production.
- Strong data analysis skills, including assimilating multiple data sources and trends to formulate plans.
- Experience developing systems and procedures.
- Experience in a fast-paced restaurant, kitchen, or retail setting.
- Manual dexterity with hazardous equipment.
- Fluency in financial concepts and can easily calculate: ingredient costs, pricing, margin, labor, inventory turns.
- Computer literacy and proficiency in Excel and Word.
- Supervisory experience
- Ability to handle multiple demands
- Attention to detail, accuracy
- Willingness to work evenings and weekends
- Ability to communicate respectfully, clearly, and completely
- Supervision and leadership experience--hiring, training, evaluating, directing, strategic planning and coaching.
- Calmness under pressure.
- Ability to project an outgoing, friendly personality.
- Excellent communications skills: good listening, clear instructions, excellent verbal and written skills, and effective in groups as well as one-on-one.
- Attention to detail, accuracy.
- Ability to lift up to 50 pounds.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.