



Deli Department Manager

Job Description

Reports Directly to Assistant General Manager and the General Manager

Supervises Deli Counter Clerk, Deli Cook

Nonexempt- Full Time

Position Summary: The Orcas Food Co-op's Deli Department Manager is responsible for ensuring an organized and smoothly run deli department (deli case, grab & go case, espresso stand, meat & seafood case, fresh baked goods case and miscellaneous areas) including staffing, ordering, pricing and inventory control. The deli manager is responsible for motivating and providing deli staff with tools required to ensure the highest level of service possible to the OFC shopper and to meet department objectives for sales, margin & labor goals. This includes hiring, training, scheduling, supervising, evaluating and providing constructive discipline for employees when needed. This position works closely with all OFC management staff to ensure store efficiency, availability of quality products, excellent customer service and high staff morale. All management and staff will work together to uphold the mission of the Co-op.

Customer Service

- a. Model excellent customer service for staff and provide excellent internal service to staff and peers;
- b. Ensure department employees provide excellent customer service and receive appropriate CS training;
- c. Answer customer comments in a timely manner;
- d. Explain store policies and procedures clearly, completely and concisely to staff, members, customers, and vendors;
- e. Know store layout and be aware and knowledgeable about products in other departments.

Financial Practices

- a. Participate in development of annual budget and long term strategic planning for labor and operating expenses and capital spending;
- b. Meet labor, sales and margin goals determined in conjunction with the General Manager;
- c. Maintain pricing structure that meets budget goals;
- d. Maintain working knowledge of personnel reports, margin reports, weekly sales numbers and financial goals;
- e. Assist with maintaining accurate prices in POS system as needed;
- f. Regularly review departmental and storewide financial reports and take corrective action as needed;
- g. Communicate relevant sales, margin and labor goals to staff on a regular basis;
- h. Communicate standards, expectations, policy changes and product knowledge to staff.



Management Practices

- a. Actively participate in management and other planned meetings;
- b. Represent the management team as "One Voice" and honor decisions after they have been made;
- c. Stay current on global trends and changes that affect the natural foods industry;
- d. Work with management team as appropriate to routinely evaluate and improve product mix and pricing of products;
- e. Work with General Manager to develop promotional programs for the department including a Member Sales strategy that fits with the overall member benefit program;
- f. Respond to challenging situations in a positive and professional manner including proposing new ideas or better ways of doing things;
- g. Demonstrate regular, predictable work attendance;
- h. Demonstrate a willingness and ability to cooperate and communicate with co-workers, supervisors, staff and/or outside contacts in a timely and appropriate manner;
- i. Model supportive leadership qualities that motivate staff to achieve department goals and promote staff participation and team building;
- j. Complete goals and tasks in a timely manner, meeting established deadlines;
- k. Follow health and safety rules appropriate to department.

Personnel Practices

- a. Supervise all department staff, including hiring, training, scheduling, and evaluating;
- b. Actively address performance and personnel issues in a timely manner;
- c. Follow Co-op policies in the spirit intended;
- d. Work with managers and team members to develop goals, standards and procedures;
- e. Establish and maintain a clear chain of accountability and responsibility among all department staff and organize a department communication system that encourages staff participation and mentoring;
- f. Ensure that staff evaluations are completed properly and on time;
- g. Organize and facilitate regular team meetings;
- h. Follow good documentation practices;
- i. Ensure that all staff in department receive appropriate orientation and training;
- j. Develop and maintain useful departmental training materials and provide follow-up monitoring and training to ensure that standards are met uniformly by all staff;
- k. Ensure appropriate safety training for all department staff;
- l. Work with General Manager to assess staffing needs and create staff schedules.

Merchandising and Product Management

- a. Work with management team to establish department merchandising, product selection criteria, category management, shelf set display, signage and promotional activity;
- b. Establish and maintain a dynamic product mix;
- c. Coordinate product selection, cross merchandising of products with other departments and menu planning;
- d. Continually work to improve product turn rates by evaluating products based on movement and sales trends;



- e. Ensure adequate products and supplies are ordered and available for the department;
- f. Ensure that the department has attractive, informative signage;
- g. Read trade journals to increase knowledge of industry trends and attend trade shows and other functions as needed;
- h. Conduct periodic price comparisons with other stores;
- i. Ensure that invoices are processed properly and delivered in a timely manner;
- j. Oversee and/or participate in periodic inventory counts;
- k. Set pricing to meet margin goals; mark-down items as needed to reduce losses.

Purchasing in Deli Department

- a. Create purchase orders for products within the department based on inventory needs;
- b. Purchase products for department according to store buying policies;
- c. Maintain positive working relationships with suppliers;
- d. Evaluate deli suppliers and research new sources of supply as necessary;
- e. Ensure invoices are reviewed for pricing and discount accuracy ensuring accurate separation of inventory categories and subcategories;
- f. Assure compliance with all purchasing contracts;
- g. Communicate ordering times, deadlines and changes in usual delivery time to other departments when vendor is shared.

Food Service Operations

- a. Ensure that equipment is properly maintained and serviced;
- b. Ensure that department display units, coolers, work areas, storage areas and sales floor are in clean and orderly condition;
- c. Ensure that all food service staff is trained and follow safe handling procedures to ensure a safe and sanitary operation that meets health department regulations and have up to date food handler's cards;
- d. Ensure that PLUs and prices are maintained in the scales and POS system;
- e. Ensure that proper signage, rotation, and merchandising occurs;
- f. Maintain ingredient guidelines for high quality natural food products;
- g. Research and develop new products;
- h. Set pricing guidelines for Deli department to meet margin goals;
- i. Ensure displays and signage are aesthetically appealing and accurate;
- j. Oversee all day-to-day operations of department;
- k. Establish daily work routines for department;
- l. Oversee and facilitate ordering and receiving of all Deli items and supplies;
- m. Create and maintain order guides as needed;
- n. Ensure routine maintenance and cleaning of all designated Deli equipment.

Other Duties

- a. Be able to explain membership system simply, efficiently and completely;
- b. Keep supervisor informed of any problems and/or ideas;
- c. Maintain a high level of product knowledge and communicate pertinent product information to team;



- d. Oversee special order systems within the Deli department;
- e. Create, amend and/or maintain all systems that enable the Deli department to function efficiently and profitably;
- f. Maintain Deli staff schedule;
- g. Know and promote Co-op Principles and Mission, Vision, and Values, and follow co-op work policies and procedures;
- h. Perform other tasks and assume other responsibilities as directed by supervisor.

Requirements and Qualifications

- a. Excellent customer service skills;
- b. Ability to work closely and cooperatively with others;
- c. Ability to safely operate all kitchen and deli machinery including, but not limited to: meat slicer, food processor, juicer, stick & base model blenders, espresso machine, Panini grills, industrial mixer, knives, ovens & stoves;
- d. Must possess a San Juan County Food Handlers permit or acquire one by completion of the probationary period;
- e. Must possess a food sanitation certification (e.g. ServSafe) within six months of being hired;
- f. Knowledge of natural foods and a variety of dietary needs;
- g. Experience supervising and managing staff in a food service or retail setting preferred;
- h. Willingness and ability to learn and to meet the changing requirements of the job;
- i. Ability to work with little or no supervision, communicate effectively and work under deadlines;
- j. Ability to work a flexible schedule to meet the needs of the business; some early mornings, evenings, holiday, and weekend shifts required;
- k. Basic understanding of retail concepts and of retail industry;
- l. Demonstrated ability to effectively multi-task, including organizational, prioritization, and time management skills;
- m. Effective communication skills;
- n. Basic computer skills (Microsoft Word, Excel, and email programs). Experience with retail store Point-Of-Sale systems.

Physical Requirements:

- a. Ability to repeatedly lift 50 lbs.;
- b. Ability to operate all equipment necessary to perform job;
- c. Ability to stand for long periods, bend and twist repeatedly, lift product overhead, and/or to climb ladders with product;