

**KOOTENAY COUNTRY STORE COOPERATIVE
JOB DESCRIPTION**

TITLE

DELI MANAGER

REPORTS TO

General Manager

QUALIFICATIONS AND SKILLS

- Minimum 3 years management experience.
- Minimum 3 years supervising a team of 5 or more staff.
- Education, experience, and training in food service operations.
- Excellent people management and **leadership** abilities: scheduling, training, mentorship, accountability, succession planning.
- Demonstrated **relationship management** skills and the ability to build friendly rapport with co-workers, suppliers, and members.
- Proven **ability to multi-task** and prioritize in a fast-paced environment.
- **Team oriented** approach: proactive in creating a positive work environment and completes tasks on time.
- Capable of accepting constructive feedback and holding oneself **accountable** for mistakes.
- A commitment to providing and modelling exemplary **customer service**.
- Understanding of pricing factors (margin, price perception, value proposition).
- Basic to intermediate **technical proficiency** in Microsoft Excel, Word, Outlook.
- Experience utilizing point of sale (POS) software such as SMS and Ishida scales.
- High level of discretion and ability to keep information confidential.
- Commitment to **continuous learning** and personal growth.
- Strong verbal and written **communication and excellent listening skills**.
- Technical expertise in the operation and maintenance of deli equipment and machinery.
- An eye for aesthetics in retail food merchandising; ability to create appealing displays that promote sales.
- Food Safe Level 1 Certification.
- Knowledge of or interest in cooperative organizations and the cooperative business model.
- Commitment to **safe work practices**, including but not limited to training of staff, hazard mitigation and injury reporting.

JOB DUTIES

People Management:

- Hire all department staff as required.
- Develop and maintain thorough department staff training program and ensure all new staff are well trained in daily job duties and have appropriate levels of product knowledge. Ensure staff have the tools they need to be successful in their job.
- Facilitate regular department meetings.
- Liaise with the HR Manager regarding personnel issues or concerns.
- Deliver corrective action to department staff as required and maintain all relevant paperwork such as Coaching Sessions or Performance Improvement Plans.
- Provide regular performance feedback and conduct performance evaluations for department staff.
- Ensure accurate entry and approval of payroll time records for all department staff.
- Use respectful, tolerant, sensitive language in all situations.
- Welcome and actively listen to feedback, ideas, and concerns from staff. Act on this information promptly and appropriately.
- Proactively identify and resolve problems, speaking directly with all relevant parties.

Product Management:

- Create and place purchase orders with multiple vendors to ensure optimal stock levels
- Monitor product sales and stock levels both visually and electronically
- Research new products, and product trends
- Participate in regular category reviews to ensure up to date and appropriate product selection
- Conduct regular product counts to ensure accurate inventory
- Develop and maintain pricing and merchandising strategies to contribute to department and overall store sales growth.
- Develop annual promotions calendar and monthly sales plan, coordinating with the marketing department for required signage, newsletter content, and social/traditional media content.
- Negotiate purchasing contracts, everyday low-price deals and promotions and other offerings with manufacturers, distributors and brokers.
- Ensure Co-op “Buying Guidelines” are upheld with department product mix.
- Actively promote and support the development of local products.
- Ensure ordering schedules and order execution meet inventory turn goals and minimize out of stocks and overstocks are maintained.
- Ensure orders are received and stocked/stored in a timely fashion.
- Establish and maintain regular and systematic subcategory reviews, adjusting product mix as necessary.
- Keep apprised of and proactively respond to current market trends.
- Develop and ensure safe food handling procedures including product rotation records.
- Ensure all food handling equipment, coolers, displays, storage areas and workspaces meet health department regulations.
- Ensure accurate records of spill/spoil, vendor credits, claims and inter-department product transfers.
- Liaise with Sales + Marketing Manager in reference to monthly sales, product promotions, demos, and signage etc.

Customer Service:

- Model all aspects of superior customer service; provide accurate, prompt and courteous service internally and externally.
- Respond to customer requests for product information and special orders.
- Create a team culture focused on service, both internal and external, holding staff members accountable for meeting customer service standards.
- Contribute to friendly and positive work atmosphere.

Finance:

- Collaborate with General Manager and Finance Manager to establish, monitor and meet annual department budgets for sales, margin, and labour.
- Liaise with POS Coordinator to ensure accurate POS costs, retail pricing, shelf tag and signage accuracy.
- Balance and log invoices and submit to the Finance Department.

Administration:

- Coordinate with the Facilities Manager to ensure proper maintenance and repairs of all department equipment, machinery, and tools.
- Participate in weekly manager meetings, monthly departmental financial review meetings and strategic planning, operations planning as required.
- Communicate to General Manager potential problems or situations in a timely manner.
- Comply with the policies and procedures set out in the Employee Handbook and Health & Safety Manual.

Food Safety & Sanitation

- Ensure all food handling equipment, coolers, displays, storage areas and workspaces meet health department regulations.
- Ensure sanitary practices are followed for food handling, general cleanliness, and maintenance of deli prep and service areas.
- Ensure daily, weekly and monthly kitchen cleaning and sanitation schedules are maintained.

Health and Safety:

- Ensure the health and safety of all workers under your direct supervision.
- Know the WorkSafeBC requirements that apply to the work under your supervision and make sure those requirements are met.
- Ensure workers under your supervision are aware of all known hazards.
- Ensure workers under your supervision have the appropriate personal protective equipment, which is being used properly, regularly inspected, and maintained.
- Ensure your department is represented on the Joint Health and Safety Committee.

SPECIAL REQUIREMENTS

- Travel: Infrequent travel for annual trade shows, industry conferences or training.
- Bona Fide Occupational Requirements: Must be able to safely lift up to 50 lbs.
- Evening work: Required to participate in Manager on Duty (MOD) program, working one evening shift on rotating nights, every 3 weeks.
- Other duties as required.

HOURS AND REMUNERATION

Specific schedule as arranged with the General Manager

Remuneration is calculated according to the Tier Structure in the Employee Policy Handbook.

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