



## FRONT END MANAGER JOB DESCRIPTION

**PURPOSE:** To ensure prompt, friendly, courteous customer service, accurate cash handling, and store security, while meeting department goals for labor expense and cash accountability.

**STATUS:** Reports to the General Manager  
Supervises Cashiers, Lead Cashier (Assistant Front-end Manager)  
Supervise Hands-On-Owners on shift.  
Full-time; 36+ hours a week.

### RESPONSIBILITIES:

#### 1) CASHIER DEPARTMENT

- a) Ensure accuracy and security of all cash received through front end, by upholding money-handling procedures, checking cashier deposit paperwork and giving feedback to cashiers on over/shorts.
- b) Schedule coverage of cashier shifts.
- c) Learn to troubleshoot POS system and work with POS coordinator to ensure prompt correction of pricing and scanning problems.
- d) Develop and maintain cashier training system. Maintain and update cashier training manual.
- e) Ensure adequate register supplies are available.
- f) Ensure cashiers are aware of price changes, specials, and all changes in store policies and procedures affecting cashing.
- g) Coordinate tasks and projects for cashiers when there are no customers to check out.
- h) Assist bookkeeping in collecting on bad checks as needed.

#### 2) MANAGER ON DUTY

- a) Schedule coverage of MOD shifts by designated management staff.
- b) Work regular MOD shifts, (see MOD job description.)
- c) Train staff in security procedures, (e.g. dealing with shoplifters, disorderly customers, robberies, etc.)
- d) Maintain list of repair and maintenance services for staff to call upon Front End Manager absence.

#### 3) SUPERVISION—for Cashiers, Lead Cashier (Assistant Front-end Manager):

- a) Hire qualified applicants following established policy.
- b) Ensure on-the-job training.
- c) Conduct performance evaluations.
- d) Recommend pay raises within department budget.
- e) Take disciplinary action as needed following established policies.
- f) Schedule hours for department staff within budget.
- g) Organize meetings of department staff as needed.
- h) Ensure department staff is informed of storewide meetings and policy changes.
- i) Provide training, supervision, and support of any relevant Hands-On-Owners

#### 4) OTHER RESPONSIBILITIES

- a) Participate in development of operating and capital budgets for store.
- b) Review financial reports of department performance and take corrective action as needed.
- c) Attend Management Team meetings and storewide meetings.
- d) Prepare monthly, quarterly, and other reports as needed to the General Manager and as needed to the Board of Directors.
- e) Answer and route phone calls, take and route messages as needed.
- f) Perform other tasks conveyed by the General Manager and Board.
- g) Participate in hiring, evaluations, and training when requested by the General Manager.
- h) Work on the floor as needed.

### Qualifications:

- Supervision experience--hiring, training, evaluating.
- Experience developing systems and procedures.
- Experience serving the public
- Ability to project an outgoing, friendly personality.
- Ability to handle multiple demands; Calmness under pressure.
- Communication skills--good listener, clear directions.
- Familiarity with natural foods.
- Organized, meticulous attention to detail.
- Demonstrated ability to follow through on commitments.
- Willingness to work one weekend day; Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.