



## GROCERY MANAGER JOB DESCRIPTION

**PURPOSE:** To select, purchase, price and promote products and to supervise buying, receiving and stocking by grocery department staff to meet objectives for sales, margin, inventory turns, labor and customer service.

**STATUS:** Reports to General Manager  
Supervises Bulk Buyer, Chill/Frozen Buyer, Meat Buyer, Grocery Stockers/Receivers, & POS Coordinator.  
Supervise Hands On Owners on shift  
Full Time; 36+ hours a week

### RESPONSIBILITIES:

#### 1) PURCHASING

- a) Negotiate with suppliers for favorable prices, terms, quality, and delivery.
- b) Purchase items following product selection guidelines & marketing plan.(e.g., priority for local, organic)
- c) Evaluate suppliers and investigate new sources of supply.
- d) Purchase for special deals and promotions. Ensure adequate and timely supply of promoted products.
- e) Calculate prices as needed, or provide pricing guidelines to receiver or other staff.
- f) Ensure accurate, up-to-date prices of grocery products in POS system and shelf tags.
- g) Receive orders, or ensure proper receiving by other staff in accordance with established procedures.
- h) Coordinate with Receivers in handling returns and obtaining credit from suppliers for grocery products.
- i) Coordinate inventory counts for designated product departments.

#### 2) MERCHANDISING

- a) Act as co-op's liaison for Co-op Advantage Program. Ensure that Buyers commit to case orders within required time frame. Handle CAP paperwork to obtain timely rebates.
- b) Attend marketing meetings with other department managers and buyers to plan promotions and storewide merchandising.
- c) Offer tastes, samples, suggestions for purchase and ways to prepare products.
- d) Ensure building and maintaining of end-caps and other in-store displays, according to established standards for appearance, variety and ease of shopping and stocking.
- e) Set stocking priorities for department staff to ensure shelves/bins/coolers are fully stocked and rotated for freshness. Stock items as needed.
- f) Ensure accurate, up-to-date uniform department signs.
- g) Provide product information to customers and staff and newsletter.
- h) Attend trade shows and co-op conferences as assigned.

#### 3) CUSTOMER SERVICE

- a) Pass on relevant literature for co-op staff to read about grocery products.
- b) Assist customers with special orders, and oversee special orders system in Grocery to ensure that customers receive their orders.
- c) Ensure co-op staff are aware of changes in policies and procedures affecting customers.
- d) Respond to grocery department customer suggestions, comments, & complaints in a reasonable manner.

#### 4) DEPARTMENT MAINTENANCE

- a) Coordinate storage of items to be returned to suppliers. See that unsellable items are properly disposed of. Keep accurate shrinkage records.
- b) Ensure that grocery department shelves, displays, aisles and storage areas in clean, orderly condition, meeting health department & ADA standards.
- c) Mark down items as needed to reduce losses.
- d) Participate in inventory counts.
- e) Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. General Manager of equipment problems or needs.

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- 5) SUPERVISION--for department buyers, stockers/receivers, POS coordinator & Hands On Owners:
  - a) Hire qualified applicants following established policy.
  - b) Ensure on-the-job training.
  - c) Conduct performance evaluations.
  - d) Recommend pay increases within department budget.
  - e) Take disciplinary action as needed following established policy.
  - f) Schedule hours for department within budget, and review time cards.
  - g) Organize department meetings.
  - h) Ensure department staff is informed of storewide meetings and policy changes.
  - i) Provide training, supervision, and support of department Hands-On-Owners
  
- 6) OTHER RESPONSIBILITIES
  - a) Participate in development of operating and capital budgets for store.
  - b) Participate in setting sales and margin goals for grocery departments.
  - c) Review financial reports of department performance and take corrective action as needed.
  - d) Attend Management Team meetings and storewide meetings.
  - e) Perform other tasks assigned by General Manager.
  - f) Perform Manager on Duty shifts as assigned.

## QUALIFICATIONS

- At least one year of purchasing and merchandising for a department in a natural food store.
- Knowledge of current trends in natural foods industry.
- Several innovative ideas for merchandising at the co-op.
- Supervisory experience: hiring, training, evaluating, and giving directions.
- Ability to read financial statements; firm grasp of margin and pricing.
- Organized, consistently follows through on commitments.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear directions, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Ability to lift 50+ pounds.
- Willingness to work one weekend day.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.