

Prepared Foods Manager Job Description

Purpose

To provide customers with high quality, good tasting, safe and nutritious food. To coordinate all food service operations. To meet all daily Prepared Foods production requirements. To fulfill the food service needs of high-quality special events.

Status

- Reports To: General Manager
- Status: Non-exempt, Full time. In Store.
- Supervises: Prepared Food Associates – including all Deli, Kitchen and Specialty staff.
- Pay Scale: \$25-\$30 per hour.

Essential Responsibilities and Functions

Customer Service

- Treat people fairly, consistently, and with respect.
- Provide accurate, polite and enthusiastic service at all times.
- Ensure that customers are not exposed to internal disagreements.
- Offer samples and suggestions for purchase and preparation in a friendly and courteous manner.
- Provide product information and educational materials to customers and staff.
- Always ensure store cleanliness.
- Understand and communicate the value of the co-op, and the particulars of ownership to customers and staff. Work to advance the mission of Durham Co-op Market through outstanding service

Communications

- Communicates honestly, openly and respectfully with everyone in the organization.
- Communications are clear; ensures that they have been understood.
- Stays informed by consistently reading and responding to all forms of communication from others; emails, time clock messages, texts, log books.
- Communicates needs promptly and efficiently.
- Resolves conflicts promptly; asks for assistance as needed

Leadership and Supervision

- Ensure compliance from all staff regarding standards of customer service, policies and procedures.
- Adhere to all company policies outlined in the Employee Handbook
- Collaborate with department leads to ensure departmental plans and goals are implemented.
- Hold, attend, and participate fully in regularly scheduled meetings.
- Manage all aspects of the operations of the department, based on organizational standards and goals.
- Treat management, supervisors and staff with consistency and fairness, in a style appropriate to a cooperative environment.
- Foster a collaborative and supportive working environment
- Adhere to and enforce all conditions of employment in compliance with federal and state laws and the personnel policy manual.
- Conduct coaching, counseling and other disciplinary actions.
- Ensure terminations are handled legally and professionally.

- Responsible to report to and work with HR to investigate and remedy identified issues of harassment or discrimination.
- Take frequent opportunities to notice good work, using positive reinforcement.
- Take initiative to identify and resolve problems before they escalate.
- Work with HR to develop training materials and systems.

Store and Department Operations

- Responsible for all in-house food production including hot bar menu items, cold grab and go items, prepared food solutions and frozen entrees.
- In partnership with department leaders, identify and develop innovative and exciting prepared food items addressing customer needs and reflecting the mission of the store.
- Familiarity of specialty retail including artisan cheese, charcuterie, deli meats, bread and pastry.
- Ensure safe, smooth and efficient store operations.
- Assist with operations as needed and willingness to work all areas if necessary
- Ability to perform all department functions.
- Ensure constant inventory of department supplies.
- Ensure daily communications on all operational issues.
- Ensure shelves are abundantly stocked, artistically arranged, rotated, fronted and faced.
- Work with department leads to ensuring equipment is maintained and properly serviced.
- Advise General Manager/Operations Manager of equipment repair/replacement needs.
- Ensure that product condition is of the highest possible quality.
- Ensure that monthly inventory is completed, accurately and in a timely manner.
- Perform all other duties as assigned by General Manager.
- Set daily priorities and tasks for departments leads ensuring productive workflow.
- Work with the General Manager/Operations Manager to develop, revise and enforce department's standard operating procedures (SOP).
- Produce recipes to assist in accurate and consistent product production
- Perform weekly MOD shifts.
- Perform MOD tasks daily, as needed.

Purchasing and Pricing

- Ensure all orders are placed on time and accurately to reflect department budget
- Communicate changes in order times and deadlines to General Manager.
- Identify and coordinate return of credits for suppliers where applicable.
- Ensure accurate costing, pricing and labeling of products and menu items to achieve margin goals.
- Ensure adequate supply and selection of products.
- Ensure invoice accuracy is verified on all deliveries.
- Ensure invoices are processed according to established guidelines.
- Evaluate suppliers as necessary and investigate new sources of supply
- Develop and seek partnerships with local vendors and producers incorporating their product into menu items and product selection.
- Keep accurate records of department transfers, credits and losses as required by the accounting department.
- Negotiate with suppliers for favorable delivery schedules.
- Purchase products for department according to store product guidelines.
- Work with department managers to develop pricing structure.

Personnel

- Arrange with department leads for coverage of vacant shifts and filling in as needed.
- Write schedules for all departmental staff according to established weekly labor budget
- Review staff performance and address with employee according to co-op procedures.
- Develop performance standards for all Prepared Foods Associates.
- Conduct timely evaluations of staff.
- Ensure daily communications of on-going operational issues.
- Ensure on the job training for department staff utilizing training checklists.
- Ensure that necessary staff have received ServeSafe Food Handlers certification.

- Follow and enforce all training manual contents.
- Participate in the hiring process with department managers and HR
- Perform corrective counseling measures and/or disciplinary action using required document procedures.

Merchandising and Promotions

- Ensure that all Prepared Food products meet high standard for quality and flavor.
- Coordinate the implementation of consistent weekly and monthly or seasonal specials in collaboration with department leaders.
- Conduct periodic price comparisons with other stores
- Coordinate with suppliers for promotional offerings and favorable pricing
- Cross merchandise products with other departments in coordination with General Manager.
- Build/design excitement- generating displays in coordination with General Manager.
- Ensure accurate shelf tags and signs are on shelves and displays. Request signs from POS Manager and Marketing Manager as needed.
- Ensure that department signage is neat, clean and follows branding guidelines.
- Participate in Fresh Flyer and ensures adequate supplies of product.
- Participate in re-sets as requested.

Budgeting and Planning

- Adhere to departmental budget working closely with leadership to improve departmental performance metrics.
- Work with General Manager to develop weekly, monthly and annual operating budgets.
- Work with General Manager to achieve consistent inventory levels and turn goals.

Sanitation and Safety

- Ensure that department display units, coolers, work areas, storage areas, and sales floor are clean and orderly.
- Ensure proper sanitation and storage practices in the kitchen.
- Participate in deep cleans as required.
- Ensure department meets all Health Department requirements and passes all environmental health inspections.
- Participates in all environmental health inspections.
- Ensure café area is kept clean and sanitary
- Conduct weekly food safety walks.

General Professionalism

- Model high standard of customer service.
- Uphold all co-op policies.
- Minimize absences and be punctual.
- Disseminate ideas, proposals and other information in a clear, effective and timely manner.
- Take frequent opportunities to recognize good work.
- Maintain positive relationships with outside professionals.
- Perform other tasks as needed.

The qualifications, responsibilities and job duties listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to do. Co-op reserves the right to revise this job description at any time and requires that employees perform other tasks deemed necessary based on competitive, financial or environmental considerations.

Physical Job Requirements

The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be present and working in assigned area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.

- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

Working Conditions

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods including meats and seafood.
- Handling objects that have been handled by the public.
- Frequently performs work standing on cement floors at the cash register.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill and/or ability required.

- 2+ years of prepared foods management experience.
- Previous food production experience, preferably in a retail environment.
- In-depth knowledge of organic standards, product handling and preparation.
- Familiarity with natural foods.
- Familiarity with budgets
- Knowledge of current trends in the natural foods industry.
- Ability to work well with others in a cooperative environment.
- Ability to prioritize, delegate and supervise effectively.
- Good communication skills- active listener, gives clear instructions
- Organized, pays attention to detail.
- Willingness and ability to maintain confidentiality regarding personnel issues.
- Ability to adhere to cost and margin requirements.
- Ability to implement efficient and productive systems.
- Ability to handle multiple demands.
- Ability to follow through on commitments.
- Computer literacy.
- Commitment to superior customer service.
- Accept direction willingly.
- Demonstrated objectivity, neutrality and calmness under pressure.
- Adaptable to changing schedules.