



## Job Description

### Assistant Front End Manager

**Status:** Full Time, Hourly, Pay Level II

**Reports to:** Front End Manager

**Supervises:** Front End Staff, in support of Front End Manager

**Works closely with:** Cashiers and other front line staff, Operations Manager, Department Managers

**Purpose:** The role of the Assistant Front End Manager is to facilitate the functions of the Front End and performance of cashier staff along with, or in place of the Front End Manager. The Assistant FEM will usually work opposite hours to the FEM to ensure reliable and consistent coverage of duties. The Assistant Front End Manager leads by example and delegates to ensure prompt, friendly, helpful customer service; accurate cash handling practices; and a clean, fully-stocked, and orderly store. The Assistant Front End Manager works regular Manager On Duty (MOD) shifts and supervises working members as needed.

#### I. Customer Service

- a. Ensure a welcoming store environment that reflects the Co-op's values and purpose through supporting and advancing existing procedures and policies.
- b. Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- c. Ensure that all team members are customer focused and are demonstrating excellent customer service at all times.
- d. Role model friendly, engaged customer service for staff and provide excellent internal service to staff and peers.
- e. Be responsible for understanding and practicing the guidelines in our Customer Service Training Packet and the Zingerman's customer service videos.
- f. Explain store policies and procedures clearly, completely and concisely to all customers.
- g. Answer and route phone calls, take and route messages as needed.
- h. Uphold security procedures including theft, disorderly customers, robberies, emergencies, proper opening and closing procedures.
- i. Report customer suggestions, comments, complaints to the Management Team.

#### II. Cashiering/Cashier Support

- a. All duties included in the [Cashier job description](#).
- b. Ensure that cashiers are available to check out customers with minimum waiting.
- c. Ensure adequate cashier coverage during peak times. Fill in for cashiers' breaks and back up the registers as needed. Assist with bagging and carry-outs during busy times.

- d. In support of FEM, ensure accuracy and security of all cash received through the front end by upholding money-handling procedures, checking cashier paperwork, and giving feedback to cashiers.
- e. Schedule and facilitate till swaps throughout the day, assisting in till reconciliation process and assigning new drawers to cashiers, ensuring secure access to office and safe for cash drops.
- f. Provide change for cashiers as needed from X bag in office.
- g. Ensure cashiers are aware of price changes, promotions, and all changes in store policies, procedures, and conditions that affect cashiering.
- h. Coordinate tasks and projects for cashiers when they are not busy helping customers.
- i. Assist in customer returns and exchanges, exercising good judgement in interpreting store policy with customer satisfaction as the priority.
- j. Troubleshoot POS system and report software and equipment problems to FEM and/or IT Coordinator promptly and thoroughly.

### III. Personnel

- a. Provide leadership by guiding, directing, instructing, and motivating front end staff and working members; build a team of self-motivated people who are committed to the Co-op purpose, value, and objectives.
- b. Maintain honest, direct, and respectful communications with co-workers and managers.
- c. Assist FEM in hiring qualified applicants following established policy.
- d. Assist FEM with on-the-job training for all front end staff. Contribute to the development, improvement, and implementation of department training systems and materials.
- e. Along with FEM, complete evaluations for front end staff according to established procedure. Assist FEM in determining promotions within the department.
- f. Actively address performance and personnel issues in a timely and professional manner, including recommending to FEM disciplinary actions that should be taken, and following established documentation practices.
- g. Assist in arranging coverage for staff call-outs during regularly scheduled shifts.
- h. Provide scheduling, training, supervision, and support of working members as needed.

### IV. Department & Store Maintenance

- a. Ensure the maintenance of an engaging and comfortable shopping experience in the front end and throughout the Co-op.
- b. Ensure front end equipment, workspaces and customer areas are clean, efficient, and organized.
- c. Ensure adequate register and other front end supplies are available.
- d. Troubleshoot equipment breakdowns, following established procedures.
- e. Attend to spills and breakages promptly and thoroughly, ensuring safe conditions for staff and guests.
- f. Assess daily store conditions and communicate them as needed to the appropriate people.
- g. Maintain the exterior of the store; sweeping, trash, and snow removal as needed.

### V. General Management

- a. Understand the Cooperative Principles and business model.
- b. Work with FEM to understand and achieve financial goals for department, including participating in Open Book Management.
- c. With FEM, develop and implement approved short and long range department goals.
- d. Communicate productivity, staffing or training issues, system improvement needs and other relevant information to FEM and OM in a timely, thorough and professional way.
- e. Respond to challenging situations in a positive and professional manner, including proposing new ideas or better ways of doing things.
- f. Complete goals and tasks in a timely manner, meeting established deadlines.
- g. Attend and assist in facilitating all department meetings; attend all MOD meetings; attend all storewide meetings.
- h. In absence of FEM, assume full responsibilities of that position. Act as a successor to the FEM.
- i. Perform other tasks conveyed by the GM, OM, and FEM.

## **Qualifications**

- Team player!!!
- Supervision experience – hiring, training, evaluating.
- Ability to project an outgoing, friendly personality.
- Ability to inspire and develop excellence in self and others.
- Willingness and ability to learn and grow to meet the changing requirements of the job.
- Experience serving the public.
- Ability to handle multiple demands; calmness under pressure.
- Experience developing systems and procedures.
- Excellent time management and delegation skills.
- Organized, meticulous attention to detail balanced with “big-picture” perspective.
- Demonstrated ability to follow through on commitments.
- Familiarity with natural foods.