



JOB TITLE: FRONT END SUPERVISOR

REPORTS TO: FRONT END MANAGER

SUPERVISES: LEAD CASHIERS, CASHIERS, BAGGERS, CSD STAFF AND CASH RECEIVABLE CLERK

Revision Date: 4/2016

JOB FUNCTION:

To assist and support the Front End Manager in hiring, training, supervising and retaining qualified staff, in designing and implementing department systems, and providing prompt, accurate and friendly customer service.

DUTIES AND RESPONSIBILITIES:

LEADERSHIP

- Be a role model and mentor to the Front End Team
- Be available for store members
- Be available for customers
- Be available for MOD shift
- Make every encounter with others a positive one
- Participate in employee trainings and staff meetings
- Be cooperative, respectful, and flexible with all Lakewinds managers and staff

TRAINING

- Assist in ensuring all front end staff receive effective training upon hire, and as appropriate throughout employment, in a well-organized, professional and courteous manner.
- Ensure the maintenance of updated front end training manuals and other materials.
- Ensure that proper opening and closing procedures are in place and adhered to.
- Assist Front End Manager in informing staff of all changes in store policy or procedure affecting the department.
- Help coordinate and attend front end meetings.
- Perform clerking and maintain stamp inventory
- Model excellent customer service skills at all times – friendly, helpful, informative, diplomatic.
- Attend front-end staff meetings assigned by Front End Manager. Attend required classes.

SUPERVISION

- Effectively supervise lead cashiers, cashiers, CSD staff and baggers in coordination with Front End Manager, providing positive and effective feedback.
- Assure store safety program daily.
- Assign off-register tasks to staff during slow periods.
- Provide front end support (breaks, rushes, security, etc.); cashier, bag groceries, and work customer service shifts as needed.
- Ensure the eating area and coffee station is kept clean and picked up at all time.

PERSONNEL

- Participate in interviewing and hiring qualified applicants, following Lakewinds policy;
- Participate in conducting regular performance evaluations.
- Take disciplinary action as necessary, in coordination with the Front End and Human Resource Managers; follow established procedure, and submit clear documentation.
- Require staff to maintain a neat appearance, per established guidelines, and to wear aprons and nametags appropriately.
- Review and authorize departmental payroll reports in a timely fashion, as directed by the Front End Manager.

SYSTEMS

- Resolve cash register and other front end equipment malfunctions promptly and in a cost effective manner; troubleshoot, initiate maintenance service calls as appropriate, and coordinate interim procedures.
- Scrupulously ensure the integrity of all front end cash handling.
- Keep cashier over/unders at a minimum, address problems with cashiers, and promptly solve.
- Perform clerking duties (in absence of cash receipts clerk) in accordance with cash receipts clerk job description.
- Inform cashiers of price changes and specials; document in front end log book;
- Monitor, order and stock registers supplies, bags, etc.
- Support smooth interaction and mutual support between the front end and customer service.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; provide ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Front End Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc).

OTHER

- Perform other job-related duties as assigned by the Front End Manager.

QUALIFICATIONS:

- Experience cashiering and using computerized cash register systems.
- Experience serving the public.
- Ability to handle multiple demands and difficult situations.
- Ability to maintain calm even when those around you are losing theirs.
- Good communications skills, including clear instructions, good listening, and being open minded, approachable and fair.
- Ability to project mature, friendly and outgoing image.
- Experience developing and implementing systems and procedures.
- Attention to detail, accuracy.
- Experience supervising; experience hiring, training and evaluating helpful.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with staff, managers, vendors, officials and customers.
- Ability to read, count and write to accurately complete all cashiering, scanning, clerking and reporting.
- Ability to do math computations for discounts, bonuses, cash reports, wages/labor costs and schedules, including addition, subtraction, division, fractions, decimals and percentages, and date/time calculations.
- Ability to freely access all areas of the store including selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move or handle merchandise throughout the store generally weighing 0-50 pounds, occasionally.
- Ability to lift up to approximately 50 pounds occasionally.
- Ability to operate office and front end equipment including cash register, 10 key calculator, telephone, computer and printer, for sustained periods of time.
- Ability to perform the following movements – used in cashiering, bagging, stocking, customer support, and clerking – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days, including up to 4 nights per week, and weekend days and nights.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.