



**JOB TITLE: GROCERY SUPERVISOR**

**REPORTS TO: GROCERY MANAGER**

**SUPERVISES: GROCERY LEADS, RECEIVER, REPLENISHERS, STOCKERS**

**Revision Date: 2/2022**

**JOB FUNCTION:**

In the absence of the Grocery Manager, the Grocery Supervisor is responsible for the appearance and merchandising of sales floor, and the customer service and productivity of sales floor staff. He or she assists and supports the Grocery Manager in training, supervising and retaining qualified staff, and in ensuring accurate systems for purchasing, receiving, stocking and rotation of product.

**DUTIES AND RESPONSIBILITIES:**

**PERSONNEL**

- Assist in assuring all grocery department staff receives effective training upon hire, and as appropriate throughout employment, in a well-organized, professional and courteous manner.
- Develop and motivate employees, keeping all staff on task and productive during their shift. Model a superior and professional work ethic and excellent customer service.
- Demonstrate and enforce high standards of attendance, conduct, dress, and behavior toward customers and coworkers.
- Proactively address personnel issues, both positive and negative, following policy and using good judgment in coordination with the Grocery Manager or HR.
- Participate in interviewing and hiring qualified applicants, following Lakewinds policy.
- Participate in scheduling of grocery stocking staff.
- Participate in conducting regular performance evaluations.
- Review, authorize and submit departmental payroll reports in a timely fashion, as directed by the Grocery Department Manager.
- Help coordinate and attend all department meetings.

**GROCERY SYSTEMS**

- Assist in ensuring deliveries are received accurately and efficiently.
- Assist in ensuring that stocking is done efficiently and accurately and the back room is organized to facilitate rotation and minimal out-of-stocks.
- Assist in ensuring the removal and accurate documentation of out-of-date and low quality items.
- Assist in ensuring refunds and returns are processed in a timely manner. Keep write offs and waste to a minimum.
- Assist in maintaining systems to meet or exceed health department standards for food handling and storage.

## **DISPLAYS AND MERCHANDISING**

- Ensure that all staff maintain attractive, fully stocked, and neatly organized displays in all areas of the department (shelves, bins, coolers, freezers), with particular attention paid to items on special, seasonal items, and fast movers.
- Work with Store Manager and Department Manager in placement of new products and sales items.
- Ensure effective communication with customers and staff regarding out-of-stocks. Maintain out of stock signs with expected date of arrival.
- Communicate with buyers, Department Manager and Store Manager regarding inventory overages and shortages and customer product requests.

## **CUSTOMER SERVICE**

- Model exceptional customer service skills and communicate expectations to staff.
- Ensure aisles are clear and free of debris.
- Ensure staff are trained to problem solve and assist customers with questions.

## **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 Department Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc.)

## **OTHER**

- Perform other duties as assigned by Grocery Department Manager or Store Manager.
- Work in safe manner, following safety procedures.
- Attend all required Lakewinds training classes.

## **QUALIFICATIONS**

- Experience serving the public
- Ability to handle multiple demands and difficult situations
- Ability to remain calm even while under pressure
- 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; 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 reports;
- Ability to do math computations for 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 office, selling floor, receiving and stock areas, and walk-in coolers and freezers;
- Ability to move or handle merchandise throughout the store generally weighing 0-60 pounds, occasionally;
- Ability to operate pallet jack;
- Ability to lift up to approximately 60 pounds repeatedly, and to lift up to approximately 70 pounds occasionally, unassisted;
- Ability to operate office equipment including cash register, 10 key calculator, telephone, computer and printer, for sustained periods of time;
- Ability to perform the following movements – used in stocking and facing – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching;
- Ability to work in temperatures below 35° for more than one hour at a time, and below 10° for more than ½ hours at a time;
- Ability to work varied hours and days, including nights and weekends.

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.