



Job Description
Front End Manager

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Goal: The front-end manager is expected to oversee a fully functioning front end and model excellent customer service and communication, while working with other members of the management team to guarantee cooperation between all departments and staff members.

Schedule: Full-time (4/5 on floor, 1/5 administrative)

Supervisor: General Manager

Wage Scale: Tier 2

Responsibilities:

Managerial

- Assist in hiring process and make recommendations for new staff
- Actively address performance and personnel issues in a timely manner
- Train new staff
- Regularly update training manual for cashier/stockers
- Keep cashier/stocker job descriptions up-to-date
- Work with Grocery & Merchandizing Manager to ensure smooth floor operation
- Ensure front end schedule is fully staffed
- Ensure staff members uphold store policies
- Anticipate and stay informed of safety concerns affecting staff (including safety)
- Perform front end staff reviews
- Manage PFC volunteers
- Coordinate monthly all-staff meeting

Communication

- Model excellent communication
- Communicate productivity, staffing or training issues, system improvement needs, and other relevant information to General Manager in a timely, thorough and professional way
- Keep staff informed of new procedures and safety procedures

Customer Service

- Model exceptional customer service skills
- Actively seek and use customer suggestions and complaints to ensure needs of customers are being met
- Seek methods of improving customer service.
- Supply cashiers with adequate tools to maintain and improve customer service.

Other

- Bookkeeping duties as needed