

# Grocery Department - Assistant Manager

The Grocery Department Assistant Manager is responsible for working with the Department Manager for the efficient and fiscally responsible operation of the department. They will help lead and manage the staff to achieve the highest level of customer service, while adhering to all Food Safety Protocols, Standard Operating Procedures, policies and Health and Safety, and other programs and initiatives.

## **Experience**

- No previous experienced required

## **Key Responsibilities**

- Demonstrate outstanding leadership, while serving as a role model
- With the Department Manager - manage direct reports including: selection, orientation, training and development, performance management, succession planning and compensation.
- Communicate operational requirements/changes to department
- Manage store operations as required
- Create a shopping experience that engages customers in a way that enhances loyalty, sales and profit
- Provide superior customer service to meet customer needs
- Demonstrate exceptional product knowledge, including awareness of product changes, promotions and seasonal trends
- Order, receive, organize, rotate, merchandise and present products and stock in accordance with company standards
- Lead the implementation of all policies, initiatives and standard operating procedures and ensure the department and employees comply with and use them effectively, including timely and accurate submission of all relevant documentation as required.
- Responsible for ensuring OH&S, food safety and other regulatory requirements and procedures are implemented and maintained
- With the department manager, responsible for ensuring the department achieves all financial targets and maximizes sales and margins, including appropriate sales forecasting, variance analysis and correction, and labour cost control
- Coordinate maintenance of department equipment and repairs
- Maintain a clean and safe working environment as per company requirements
- Other duties as required

## **Knowledge, Skills and Abilities Required**

- Ability to learn quickly
- Ability to work in a fast paced environment
- Highly motivated and team oriented
- Ability to communicate clearly and concisely in both oral and written form
- Possess strong Customer Service qualities
- Works in a safe and responsible manner
- Available to work flexible hours
- Evening and weekend availability is strongly encouraged

## **Physical Requirements**

- Constant lifting of up to 20 pounds
- Constant reaching, gripping

- Frequent bending, walking, standing, twisting, pushing or pulling
- Occasional lifting of up to 20-50 pounds
- Occasional computer and point of sale system use
- Occasional crouching, kneeling, squatting
- Exposure to varying temperatures over short periods of time