



**JOB TITLE: GROCERY LEAD**

**REPORTS TO: GROCERY MANAGER/GROCERY SUPERVISOR**

**SUPERVISES: GROCERY STAFF**

Revision Date: 11/2021

**JOB FUNCTION:** To supervise and direct activities of the Grocery Stocking staff, ensure grocery systems are running effectively, displays and merchandise are attractively maintained and organized in all areas, and to model exceptional customer service skills.

#### **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.
- Assist with 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.
- 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- Assist in ensuring the removal and accurate documentation of out-of-date and low quality items.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.

**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 in a retail environment
- Ability to communicate effectively with coworkers and customers by projecting a friendly, outgoing image
- Familiarity with natural foods and produce preferred, but not required
- Ability to read, write and do basic math skills accurately to complete necessary documentation
- Cashier experience preferred, but not required

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Ability to freely access all areas of the store including offices, selling floor, stock areas, walk-in coolers and freezers.
- Ability to move, lift or handle merchandise throughout the store generally weighing up to 50 pounds for up to 8 hours per day.
- Ability to stand, bend, stoop and reach for up to 8 hours per day.
- Ability to work varied hours and days, including evening and weekend shifts.

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.