



**JOB TITLE: DEPARTMENT MANAGER**

**REPORTS TO: STORE MANAGER**

**SUPERVISES: DEPARTMENT STAFF**

**Revision Date: 11/2021**

### **DUTIES AND RESPONSIBILITIES**

- Maintain systems of organization for work areas.
- Maintain training programs for all staff.
- Ensure department sales and margin goals are met.
- Work closely with Store Manager and Operations/Product Manager regarding margins, turns, competition, sales and specials, turnovers and product guidelines and customer requests.
- Work with Store Manager and Operations/Product Manager in placement of new products, sales items, monthly sales items and other aspects of merchandising the department.
- Responsible for physical merchandising of department which includes sign maintenance based on guidelines established by Marketing.
- Assist with the development and implementing of approved short and long-range department goals.
- Maintain communication with staff through regular meetings and correspondence.
- Understand and work closely with scanning and receiving system.
- Ensure all items on the shelves are tagged properly.

### **PURCHASING**

- Communicate with replenishers regarding inventory overages and shortages, and new products.
- Assist them in meeting customer demands.
- Communicate customer requests to Store Manager and Operations/Product Manager.
- Ensure adequate stock of all items, including special items and seasonal items.

### **RECEIVING/STOCKING**

- Ensure staff is trained in process of checking in deliveries accurately and efficiently.
- Monitor refunds and returns to ensure timely processing. Keep write offs and waste to a minimum.
- Ensure stock is done accurately and efficiently. Existing inventory stocked and back room organized to facilitate rotation and minimal out-of-stocks.
- Ensure removal and accurate documentation of past date and low quality items.
- Ensure displays are attractive and abundant, and stock is rotated.

### **DEPARTMENT MAINTENANCE**

- Maintain adequate supplies in specified department while keeping costs within budget.
- Ensure store cleanliness inside and outside.

- Maintain systems in place to meet health department standards.
- Advise Store Manager of departmental repair and/or replacement needs.

## **PERSONNEL**

- Be a champion for your department and Lakewinds. Lead by example to inspire employee engagement and commitment.
- Proactively and continually seek and implement innovative solutions to increase quality, value, service and efficiency for our members and your department.
- Treat people with dignity and respect; behave ethically, professionally, and with integrity at all times and tolerate no less from others.
- Follow directives of Store Manager and HR Department.
- Manage the hiring and training of staff.
- As procedures and policies change, proactively communicate changes to staff, providing additional training when appropriate.
- Conduct timely performance evaluations and recommend compensation.
- Proactively deal with personnel issues, both positive and negative, using policy and good judgment. Consult with Store Manager or Sr. Human Resource Manager as appropriate.
- Develop and motivate employees. Model a superior and professional work ethic.
- Enforce high standards of attendance, conduct, dress, and behavior toward customers and coworkers.
- Schedule to maintain optimal coverage within labor budget.
- Proactively deal with staff accountability through checklists and/or reports.

## **SAFETY**

- Serve as contact person in cases of customer or staff injury or accident on store property, following established procedures. Forward all information to Human Resources.
- Model safe working practices to all departments.
- Be proactive in reducing work-related injuries. Bring potentially hazardous situations to the attention of the Store Manager.
- Train staff for prompt response to safety issues within store (spills, etc.).
- Make sure the sales floor is inspected for safety condition before opening for customers.

## **SECURITY**

- Follow store procedures in instances of shoplifting, harassment, disorderly customers and robbery.
- Serve as police contact if needed.
- Proactively watch for potential security problems. Know alert codes.

## **CUSTOMER SERVICE**

- Model exceptional customer service skills making certain to “go the extra mile” to assist customers.
- Communicate expectations to staff.
- Ensure staff is trained in assisting customers within the store by providing information, locating products, explaining membership and providing any other service the customer may need.
- Ensure aisles are clear and free of debris.
- Ensure staff are trained to problem solve and assist customers with questions.

## **OTHER**

- Perform other duties as assigned by Store Manager.
- Must have and maintain reliable transportation.

**QUALIFICATIONS:**

- 3 year minimum of retail store management experience.
- Supervisory experience: hiring, training, motivating, scheduling, goal setting.
- Ability to read financial statements: experience in establishing margins and pricing.
- Ability to plan, develop, execute, and assess efficient retail operational systems and procedures.
- Knowledge of and experience with category management.
- Demonstrated ability to work independently and exercise independent judgment.
- Demonstrated objectivity, neutrality and calmness under pressure.
- Organized; consistently follows through on commitments.
- Knowledge of current trends in natural foods industry.
- Excellent verbal and written communication skills, ability to provide clear directions.
- Basic knowledge of Microsoft Office software.
- Ability to sit, stand, lift up to 50 lbs.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Ability to communicate effectively with vendors, brokers, coworkers and customers.
- Ability to read, count and write, to accurately complete all documentation
- Ability to do math computations to figure margins, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to travel to multiple work locations.
- Ability to operate office equipment – including telephone, fax, computer, handheld units, and peripherals – repeatedly and for prolonged periods
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds.
- Ability to perform the following movements – used in checking stock levels – repeatedly and for sustained periods: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days.

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.