

# Grocery & Cashier Manager

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## ROLE DESCRIPTION

The Grocery & Cashier Manager is responsible for overseeing the daily operations of the grocery department and managing the front-end cashier and grocery team. They are responsible for selection of grocery product, maintaining inventory accuracy, leading team members, maximizing sales, and ensuring a great guest experience.

### Lepp Farm Market Core Values:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

### Lepp Farm Market Purpose:

- To be the Best Place to Work and the Best Place to Shop.

## REQUIREMENTS OF A LEPP'S MANAGER

- **Great Culture**
  - To lead with Lepp's core values; by demonstrating them through their own actions and coaching team members around them, ultimately the manager is responsible to make sure the core values are living and breathing in their own life and in the department.
  - Maintain a highly productive working relationship with team leads, co-managers, and team members
  - Ensure there are A-players in every seat of the department
- **Great Guest Experience**
  - ...through a clean and sanitary department
  - ...through providing 10/10 products and full shelves
  - ...through great customer service training with the team
- **Great Financials**
  - Meet or exceed budgeted goals
  - Meet or exceed scorecard metrics

## ROLE DUTIES AND RESPONSIBILITIES:

- **Team Supervision and Development**
  - Recruit, hire, train, schedule and supervise a team of cashiers, grocery clerks and Team Lead(s).
  - Provide clear expectations, ongoing leadership, coaching, guidance and performance feedback to team members to enhance skills, foster a positive work environment, ensure team productivity and equip for an exceptional guest experience.
    - Conduct regularly scheduled performance reviews ("Coach and Connects") to provide and receive feedback from team members, identifying and responding to their training and development needs.
    - Delegate responsibilities effectively, optimizing team members' strengths and empowering them to take ownership of tasks and contribute to departmental success.
  - Schedule team members effectively to meet departmental needs while controlling labour costs.
  - Approach uncomfortable situations in a timely manner using Lepp's Rules of Engagement.
  - Lead huddles with the team (both storewide and department) to communicate important information, reinforce core values and other foundational messaging, set a positive tone for the day, and provide encouragement to the team
  - Invest in and supervise Team Lead(s):
    - Conduct weekly check in meetings: discuss wins, areas of improvement, staffing, necessary updates, solicit feedback, etc.

- Coach for involvement with team member Coach and Connects
- Provide personal leadership growth opportunities
- **Guest Experience (Customer Service)**
  - Provide an excellent guest experience, ensuring guests receive prompt, friendly and knowledgeable assistance and train and guide team members to do the same.
  - Address guest inquiries, concerns and complaints promptly and professionally, utilizing the Make it Right Rule (aka \$25 Rule).
  - Stay informed about industry trends, customer preferences, and new products to meet expectations and identify opportunities for improvement in order to enhance department appeal and create long-term guests.
- **Cash and Grocery Department Operations:**
  - Supervise daily operations of the cashier and grocery department, ensuring smooth workflow and efficient utilization of resources.
    - Ensure proper organization and cleanliness of the cash and grocery department, implementing and enforcing food safety and sanitation protocols, along with ensuring compliance with health and safety regulations.
    - Ensure proper cash handling procedures are followed by cashiers.
    - Oversee the implementation and maintenance of POS systems and ensure they are functioning properly.
    - Conduct regular cash register audits to ensure accuracy and adherence to cash handling procedures.
  - Manage for profitability:
    - Manage inventory levels, order product, and maintain accurate records to ensure adequate stock levels and minimize wastage.
    - Conduct monthly inventory counts and reconcile any discrepancies
    - Oversee proper storage and product rotation to maintain freshness
    - Implement effective systems to reduce shrinkage and minimize product waste
    - Plan and execute departmental strategies to achieve sales, profitability and guest experience goals.
    - Negotiate with vendors to secure competitive pricing, favourable terms and maintain strong supplier relationships.
    - Monitor and analyze score card metrics, such as sales, margin, waste and wages, taking appropriate action to improve performance and align with overall store objectives.
  - Maximize Sales
    - Develop and implement pricing strategies and promotions.
    - Collaborate with marketing to implement promotional activities, including monthly specials for the Lepp's Rewards Program.
  - Other duties as required.

## QUALIFICATIONS:

- High school diploma or equivalent.
- Previous experience in a grocery store or retail environment, with at least 2-3 years of supervisory or managerial experience.
- Excellent leadership skills, with the ability to motivate, develop and inspire a team.
- Excellent communication and interpersonal skills, with the ability to collaborate and coordinate with multiple stakeholders.
- Exceptional customer service skills, with the ability to interact effectively with diverse guests.
- Proficient in cash handling procedures and point-of-sale systems.
- Detail-oriented with strong organizational and problem-solving abilities.
- Knowledge of inventory management, POS systems, Microsoft Office Suite and Google Workspace.
- Ability to work flexible hours, including opening and closing shifts, weekends, and holidays.

## WORKING CONDITIONS

- Required to lift up to 50lbs
- Some work required in refrigerated and freezer areas, with some office work
- Extensive walking and standing required

## REPORTS TO:

Operations Manager, CEO, CFO