

## Fresh Food Director

### Summary of Position:

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Responsible to see that all Crop's Fresh Marketplace customers are provided with top quality products and the best customer service in all perishable departments. Reports directly to Store Director. Oversees Fresh Department Managers including produce, bakery, prepared foods, deli, seafood and meat. Implementation of the proper product mix to drive sales and set our store apart from the competition. Responsible for the successful operation of the store in the absence of the store manager.

### Work Hours:

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Willingness to work days, evenings and weekends. Hours may include but are not limited to: opening shifts (7am) and closing shifts (10pm). Will work 5-7 days (45-50 hours) per week as needed.

### Essential Functions:

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- Active member of the Leadership team
- Oversee the development and achieving of goals for the perishable departments.
- Assist in new product development from start to finish, including proper packaging for each department
- Development of Programs (Example: Party Platters, To Go Meals, Signature items, etc)
- Coordination with vendors for order efficiency, new item implementation, vendor training and support for the fresh departments
- Implementation of cross merchandising between fresh departments and or store
- Maintain a good level of employee relations and promote a teamwork environment
- Assist department managers with merchandising, planning, pricing, scheduling, shrink control, supply usage, packaging and labeling.
- Implement sales plans, special promotion, cross merchandising, holidays, etc. for perishable departments as well as cooperate with other departments for storewide sales promotions
- Maintain sanitation, cleanliness and a neat appearance for the best possible presentation throughout the store
- Work with vendors to provide Promotional Pricing and create "Hot Deals"
- Oversee product demonstrators

- Oversee the training and scheduling of all employees in the perishable departments. Provide support with scheduling and labor goals.
- Ensure proper and preventative maintenance of company equipment
- Adhere to all Safety, Loss Prevention and Human Resource Standards as outlined by the company
- Oversee quarterly inventories within the perishable departments
- Conduct semi-annual department meetings in all perishable departments
- Conduct department manager yearly reviews
- Handle department accounting activity in the department, including accurate and timely billing and transfers
- Answer phones and handle customer inquiries and complaints

## Qualifications:

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- Must have superior customer service skills
- Must have excellent interpersonal communication skills, spoken and written.
- Must be able to work independently, possess strong organizational skills with the ability to multi-task and work in a fast paced sometimes stressful environment.
- Must have computer knowledge and typing skills; be knowledgeable of Windows programs such as WORD and Excel and email.
- Proficiency in basic math skills and have the ability to operate a cash register or POS system.
- Must have knowledge to calculate gross profits and oversee retails set in each department to meet those objectives.
- Minimum 5-10 years of experience in retail operations or a related field
- Be knowledgeable of department products and services
- Be ServSafe certified or obtain certification within 12 months of start date
- Must be willing cross-train in other departments as necessary

## Physical Requirements:

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- Lifting frequently up to 50 pounds
- Ability to carry, reach, grasp, bend, walk, climb or balance, stoop, kneel, handle objects, tools or controls.
- Ability to work in a sitting/standing position for long periods of time, 8 hours or more.
- Ability to work in various extreme conditions. Hot/Cold, in and out coolers/freezers. Various weather conditions.
- Must have the stamina to work 50 hours per week.
- Ability to communicate clearly with Management, Staff and Customers.

**Equipment Operations:**

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- Sharp knives, grinder, meat band saw, patty machine, cube steak machine, wrappers, ovens, scales, slicers, steamers, mixers, telnet guns.
- Have ability to operate forklift, pallet jacks.
- Various hand tools
- Cardboard baler