



Center Store Manager

Purpose:	Manage all aspects of the Center Store department; ensure effective and efficient department operations; promote excellent service, safety, and a positive, supportive work environment. Provide vision and direction to department staff to meet sales, margin, labor, and customer service goals.
Supervises:	Center Store Assistant Managers, Center Store Shift Supervisors and Center Store Staff.
Status:	Full-time; Exempt
Punctuality Level:	ADAPTABLE: ON TIME means GENERALLY present and ready to work when your shift begins. Communicating to those who need to know about arrival of an hour or more different from schedule is required.

All Co-op Managers have leadership, personnel, operations, and financial responsibilities to adhere to. These responsibilities are outlined in the full job description available upon request.

Confidentiality

Due to the sensitive nature of the information dealt with, all financial or personnel-related information will be held in strictest confidence unless otherwise directed by the General Manager or Human Resource Manager.

Specific Responsibilities of Center Store Manager

Staff Management and Support

- Provide motivation, direction, and feedback to CS Assistant Managers and CS Staff; ensure standards for service, product quality, and productivity are met.
- Ensure consistency of accountability practices in the Center Store Department.
- Oversee Center Store coverage/emergencies along with manager(s) on duty; fill shifts as needed for emergencies.
- Oversee implementation of daily receiving and stocking plans, staff training and development plans, scheduling, and other identified priorities.

Customer Service and Cashiering

- Cashier as needed, maintaining a high level of service and accuracy.
- Ensure training on, understanding of, and compliance with state and federal regulations and laws related to alcohol sales, SNAP benefits, and other processes and issues relevant to cashiering.
- Oversee special order systems and assist customers in special order purchases.

Cash Accuracy and Security Systems

- Work with the Center Store Assistant Managers, IT, and Finance staff to:
 - Maintain and improve accurate systems; monitor and coach staff on cash over/shorts.

- Ensure security and accuracy of cash.
- Maintain security of the Center Store, ensuring that opening and closing security procedures are followed.
- Follow the protocols for handling shoplifters, disorderly customers, and other emergencies, providing leadership as needed.

Receiving and Stocking

- Ensure Center Store Staff properly receive all orders according to protocols; ensure staff maintain fully stocked, clean, and adequately rotated shelves/coolers.
- Work closely with Purchasing and Merchandising Manager and their team to ensure proper inventory management and stocking/warehouse prioritization.
- Oversee warehouse operations as directed, including building pallets, receiving products, and keeping the warehouse organized according to protocols.
- Maintain certification on warehouse equipment such as pallet jacks, forklift, high-bay stacker, as directed.
- Handle problems with UNFI and ensure invoices are reconciled and credits are posted/submitted promptly.
- Assist in merchandising, printing shelf tags, and maintaining accuracy in the perpetual inventory system as directed by the Purchasing and Merchandising Manager.

Other Responsibilities

- Troubleshoot equipment breakdowns; report to others who need to know or help. Prioritize proper functioning and prompt repairs to cash registers.
- Ensure maintenance of center store policies, communication log, and department phone list.
- Other duties as directed.

Qualifications

- Experience that demonstrates the ability or aptitude to successfully meet all expectations listed above required.
- Experience supervising and managing staff required, preferably in a retail setting.
- Experience working with email and MS Office software sufficient to communicate, and to prepare reports and complete tasks with accuracy and in a timely manner, required.
- Ability to work a flexible schedule to meet the needs of the business; some early mornings, evenings, holiday, and weekend shifts required.
- Ability to lift up to 30 lbs. throughout shift, occasionally up to 50 lbs., and occasionally more.
- Ability to stand for long periods and to bend and twist repeatedly; ability to lift product overhead and/or to climb ladders with product.