

## Assistant Deli Manager

**Position Objective:** To assist customers in their shopping experience by leading the Deli team in a way that not only promotes growth for the company, but also results in a team that delivers the product and service Cosentino's customers have come to expect.

**Reporting Structure:** This position formally reports to the Deli Manager.

**Status:** This is a non-exempt position.

### Knowledge

*The following is a list of any certifications, formal education, or training requirements for this position.*

#### Essential Knowledge

- A food handling permit must be obtained within the first 14 days of employment.
- Minimum of (6) months previous experience in a deli, bakery, restaurant or food service operations position is required.
- Completion of ongoing training and development as listed on the Cosentino's Learning Plan.
- A high school diploma or equivalent is required.

### Skills

*The following is a list of the basic skill requirements for this position.*

#### Essential Job Functions

- In the absence of the Deli Manager, provide direct supervision of the activities of other members of the deli team in a manner that is operationally effective, but is also motivating and respectful.
- Promote a positive overall team atmosphere that includes cooperation and teamwork, high morale, positive interpersonal interactions and communications, and recognition for a job well done.
- Assist the Deli Manager in conducting effective interviews to hire the highest quality candidates for the deli team.
- Provide effective coaching, corrective actions, and performance evaluations to improved individual and team performance.
- Address employee relations issues and, if needed, effectively work with the Deli Manager, Store Director and/or Human Resource team to resolve issues.
- Practice effective inventory management by counting and verifying merchandise against invoices and inspecting deliveries against for shortages, damages and quality.
- Procure items from suppliers and notify Deli Manager of any special inventory needs in a timely manner.
- Know and practice rotation procedures to ensure product dates are properly monitored.
- Enforces strict quality control measures of all deli product put out in cases, hot lines and other areas of the deli.
- Know and practice appropriate portion control in deli production and service.
- Know and promote ads and specials to increase department sales and profits.

<ul style="list-style-type: none"> <li>Promote department sales by suggesting additional products and offering samples to customers.</li> </ul>
<ul style="list-style-type: none"> <li>Know the location of the items in your department so you can accurately and courteously answer customer questions.</li> </ul>
<ul style="list-style-type: none"> <li>Meet or exceed productivity standards to produce desired team and individual results.</li> </ul>
<ul style="list-style-type: none"> <li>Resolve customer complaints in a professional manner and recognize when it is appropriate to involve a member of the store management team.</li> </ul>
<ul style="list-style-type: none"> <li>Know and implement the <i>Cosentino's Customer Service Standards</i>.</li> </ul>
<ul style="list-style-type: none"> <li>Know, comply with, and ensure the team complies with all health regulations, sanitation guidelines and safety procedures for your department and your store.</li> </ul>
<ul style="list-style-type: none"> <li>Able to operate, clean and maintain all equipment safely and competently.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure the department is always clean, fully stocked and creatively merchandised.</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrates the strong verbal and interpersonal skills necessary for positive customer and peer interactions.</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrates the basic math and reading skills required for the position.</li> </ul>

**Non-Essential Job Functions**

<ul style="list-style-type: none"> <li>Assist Deli Manager in managing labor costs in a way that successfully balances the customer's need for service with the company's need to closely monitor expenditures.</li> </ul>
<ul style="list-style-type: none"> <li>Efficiently and accurately prepare, package and label products for sale to customers.</li> </ul>
<ul style="list-style-type: none"> <li>Practice open communication with store management team regarding any issues in the deli department.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure all coolers, freezers and preparation areas are clean and set up in advance for deliveries.</li> </ul>
<ul style="list-style-type: none"> <li>Quickly unload incoming shipments and neatly stock them in their designated areas without damaging merchandise.</li> </ul>
<ul style="list-style-type: none"> <li>Support your company by completing additional tasks identified by management, assisting other stores or departments as needed and gaining new skills when necessary.</li> </ul>

**Physical Abilities**

*The following physical movements could potentially be part of any scheduled shift and employees will be expected to perform these actions while on duty.*

**Essential Abilities**

<ul style="list-style-type: none"> <li>Reaching overhead with both arms up to a maximum of 74 inches, twisting at the waist and lifting objects with both hands weighing up to 20 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>Pushing and pulling grocery items to the proper locations as needed, up to a peak force of 50 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>Standing and walking for long periods of time on tile, asphalt, concrete or other hard surfaces.</li> </ul>
<ul style="list-style-type: none"> <li>Occasionally lifting and carrying up to 50 lbs.</li> </ul>
<ul style="list-style-type: none"> <li>Bending and squatting, at times all the way to floor level.</li> </ul>

- Able to work in colder conditions of the grocery coolers and freezers.

### Non-Essential Abilities

- Climbing a ladder, possibly up to 5ft.

### Core Competencies

*The following is a list of overall competencies identified for this role. This profile is based on the necessary knowledge, skills and abilities for the position.*

#### Visionary Leadership

- Conveys **passion** and enthusiasm in the leadership role and is a catalyst for action, change, and innovation for others in the workplace.
- Is clear and consistent when communicating the organization's mission, vision and values so that every individual understands his/her role in the bigger picture.
- Inspires and motivates others to achieve the milestones that will lead to both individual success and company growth.
- Able to look beyond daily operations and identify higher level issues and possibilities for the future state of the organization.
- Effectively communicates the importance of the organizational vision to build a sense of commitment, loyalty, and direction for others.

#### Operational Results

- Consistent focus on bottom line **results** and operational excellence in all day-to-day activities, processes, and procedures.
- Can be counted on to deliver **results** that are of the highest operational **integrity** and consistently meets or exceeds operational standards.
- Is knowledgeable of and capable of utilizing all available tools, technology and other resources to achieve the desired result in the most cost effective and time efficient manner.
- Demonstrates an understanding of business management concepts, but also has the skills and follow through to successfully strategize and implement the plans developed from these concepts.
- Able to anticipate potential threats to the business strategy and demonstrates an agile problem-solving capability in order to maneuver around those challenges.

#### Managing the Workplace Environment

- Promotes a workplace environment that encourages respect, professionalism, open communication and is free from discriminatory and/or harassing behavior.
- Encourages appropriate workplace relationships that facilitate high morale, cohesive teams, and a motivating workplace environment.
- Demonstrates unwavering **integrity**, trustworthiness, and ethical behavior in dealings with others.
- Asks everyone to take ownership for their work, to be accountable for the outcome of their efforts, and to take pride in their contributions in the workplace.
- Ensures credit is given to team members and encourages public recognition of a job well done through both formal and informal recognition programs.
- Injects energy, a sense of urgency, and a strong **service** mentality into the workplace environment.
- Demonstrates effective conflict resolution techniques and supports others in utilizing these strategies as needed to maintain a productive working environment.
- Shows no tolerance for gossip, undermining, or other sabotaging behavior that can deteriorate productivity and morale.

#### Quality Decision Making & Sound Judgment

- Makes quality decisions in a timely manner.
- Exercises sound judgment and independent thinking in order to make decisions, even when under pressure or when dealing with ambiguous situations.

- Quickly considers all pertinent aspects of a situation when making a decision while still avoiding “paralysis by analysis”.
- Can anticipate pros and cons of a decision and foresee possible consequences of a decision, choice, or action.
- Able to make decisions based on both short-term and long-term outcomes.
- Recognizes when it is appropriate to seek input from outside sources (i.e., HR or a higher-level manager).

**Maximize Team and Individual Performance**

- Committed to growing the skills, knowledge and experience of all team members through various forms of ongoing training and development.
- Able to break down corporate directives to the store, department, and individual level in order to set clear short-and long-term performance goals.
- Committed to the long-term success of the company through active succession planning, including identification, growth and retention of top talent.
- Provides effective coaching and feedback that promotes both individual and team development.
- Engages in performance management through timely delivery of performance evaluations.
- Is active in the recruiting, interviewing, and coaching processes in order to hire and retain top caliber employees.
- Acts as a motivator in order to inspire others to achieve top performance and exceed expectations.

I have read and understand the contents of the above job description. I have been made aware of the aspects of this description that must be obtained or within my ability to perform prior to accepting a job offer at Cosentino’s Food Stores.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
PRINT Name

\_\_\_\_\_  
Date