

Deli Shift Supervisor

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.
- A minimum of (1) year of previous experience in retail, deli or food service management is required.
- Completion of ongoing training and development as listed on the Cosentino's Learning Plan.

Non-Essential Knowledge

- A high school diploma or equivalent is preferred.

Skills

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

Essential Job Functions

- In the absence of the Deli Manager and Asst. Deli Manager, provide direct supervision of the activities of all other members of the 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.
- Support the Deli Manager and Asst. Deli Manager in providing effective coaching, corrective actions, and performance evaluations to improve individual and team performance.
- Resolve customer complaints in a professional manner and recognize when it is appropriate to involve a member of the store management team.
- Know and implement the *Cosentino's Customer Service Standards*.
- Effectively manage the inventory process at all levels (i.e., accurately counting and tracking items, efficient planning and ordering of product).
- Promote new items and weekly specials through merchandising and creative displays.
- Be knowledgeable about department products, procedures and policies so customer questions can be accurately answered.
- Meet or exceed productivity standards to produce desired team and individual results.
- Inspect product for freshness, damage, and dates and utilize proper rotation techniques.
- Remove any damaged, un-saleable or returnable product from shelves and follow proper procedures for damage claims.
- Label or price any merchandise that requires marking and know how to obtain price signs when necessary.
- Able to operate, clean and maintain all equipment safely and competently.
- Know, comply with, and ensure the team complies with all health regulations, sanitation guidelines and safety procedures for your department and your store.
- Actively work to keep your work area and your department as a whole clean and safe for customers and coworkers.
- Demonstrates the strong verbal and interpersonal skills necessary for positive customer and peer interactions.
- Demonstrates the basic math and reading skills required for the position.

Non-Essential Job Functions

- Prepare, package and neatly display all products in the Deli department.
- Quickly unload and sort incoming shipments and neatly stock them in their designated areas without damaging merchandise.
- Promote sales by suggesting additional products or services.

- Support your company by completing additional tasks identified by management, assisting other stores or departments as needed and gaining new skills when necessary.

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

- 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.
- Pushing and pulling grocery items to the proper locations as needed, up to a peak force of 50 lbs.
- Standing and walking for long periods of time on tile, asphalt, concrete or other hard surfaces.
- Occasionally lifting and carrying up to 50 lbs.
- Bending and squatting, at times all the way to floor level.
- 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