



### **Retail Manager/Assistant Manager Job Summary:**

The Retail Management staff are responsible for overseeing all aspects of store operations at their designated "home" market location, including staffing, guest experience, inventory management, merchandising, and cleanliness. They are also leaders in representing Rosemont's mission and values while interfacing with customers. They are dedicated to maintaining a productive, satisfying, and respectful workspace for all retail employees, while training and directing their team in Rosemont's standards of process, efficiency, and quality. They are strong verbal communicators who work closely with the General Manager and additional staff to ensure that store operations and culture are aligned with Rosemont's strategy and overall business goals.

### **Duties and Responsibilities:**

#### **Management and Leadership**

- Collaborating with Human Resources in the interviewing, hiring, and on-boarding of all retail employees.
- Training all retail employees in Rosemont's standard operating procedures and general best practices for the retail setting.
- Communicating and implementing all critical feedback and operational updates from General Manager to retail employees.
- Managing all shift scheduling to achieve appropriate coverage in all retail departments. This may involve personal scheduling flexibility to provide coverage during call-outs and/or employee time off.
- Supervising retail employees in all of their shift duties, and/or delegating supervisory support to the Assistant Retail Manager in their own absence.
- Maintaining personnel details including timekeeping, performance documentation, and Emergency Contact information for all retail employees.
- Conducting performance reviews for all direct reports on an annual basis and delivering constructive performance feedback on a rolling basis.

#### **Inventory & Communication**

- Performing routine inventory maintenance and following Rosemont's current live inventory management procedures.

- Placing and adjusting orders in accordance with the needs of the store and its customer-base to achieve sales goals and reduce inventory shrink.
- Processing invoices promptly and accurately.
- Clearly transmitting critical information to other managers and staff through company-wide channels.
- Collaborating and problem-solving with Production managers to improve production and Supply Division processes.
- Accepting, organizing, and fulfilling special orders.

### **Store Operations, Maintenance & Appearance**

- Setting standards of sanitation, site and equipment maintenance, and proper use of facilities, and ensuring that all retail staff are aware of and adhere to state and federal regulations regarding personal and tool hygiene, sanitation, cross-contamination, and safe food handling.
- Ensuring that the store remains clean, organized, and well-maintained at all times.

### **Required Skills/Abilities:**

- Keen interest in local food systems, sustainable food economies, and specialty foods.
- Ability to recognize products and commit product details to memory.
- A team-oriented attitude and a desire to promote a respectful, inclusive, and synergistic work environment.
- Proficiency with Catapult or another comparable Inventory Management Software.
- Exceptional interpersonal communication skills and ability to articulate direction clearly in a training setting.
- Excellent customer service technique.
- Superior attention to detail for consistency and quality control purposes.
- Excellent organizational skills.
- Independent time-management skills and ability to sustain multiple ongoing projects in a busy work environment.
- Proficiency in MS Office applications.
- English language proficiency required.

### **Education and Experience:**

- High School diploma or equivalent required, college degree preferred.
- Minimum 1 year of leadership/management experience in a retail, customer service, or food service position.
- Previous professional experience with POS systems and inventory management.

### **Physical Requirements:**

- Ability to lift 50 lbs. carton or bag.
- Ability to bend, lift, twist, squat, and reach.
- Ability to sit or stand at a desk for extended periods of computer work.

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Rosemont Market & Bakery provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*