



**Job Title: Retail Manager**

Version Date: May 27<sup>th</sup>, 2022

<b>Classification:</b> Exempt	<b>Department:</b> Retail
<b>Pay Type:</b> Salaried	<b>Reports to:</b> General Manager
<b>Position Type:</b> Full-Time	<b>Schedule:</b> TBD

**Job Summary:**

The Retail Manager is responsible for overseeing all aspects of store operations at their designated “home” market location, including staffing, guest experience, inventory management, merchandizing, and cleanliness. They are also leaders in representing Rosemont’s mission and values while interfacing with customers. The Retail Manager is 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 a strong verbal communicator who works closely with the General Manager, Assistant Retail 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 onboarding 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 callouts 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.
- Other tasks as assigned.

Inventory & Communication

- Performing routine inventory maintenance and following Rosemont’s current live inventory management procedures.
- Working closely with the Buying Department to place and adjust orders in accordance with the needs of the store and its customer-base, achieve sales goals, and reduce inventory shrink.

- Working closely with the Inventory Specialist and Finance Department to process 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.
- Other tasks as assigned.

#### 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.
- Reporting all incidents of workplace injury to MEMIC immediately for Workers Compensation Insurance claims.
- Identifying all on-site safety concerns and notifying supervisors for immediate resolution.
- Reporting all urgent store maintenance needs and/or equipment repairs to the Facilities Maintenance Engineer and General Manager.
- Ensuring that the store remains clean, organized, and well-maintained at all times.
- Other tasks as assigned.

#### **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.
- Independent and reliable transportation.
- 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.
- Communicating efficiently and professionally in a customer-facing setting to meet our hospitality standards.
- 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.

#### **Work Environment:**

- Busy market featuring groceries, baked goods, produce, prepared foods, and specialty, local, and/or organic foods.
- Open to the general public.
- This is a full-time position, requiring a flexible schedule to include days, nights and weekends. The specific hours of employment will be determined in conjunction with the General Manager.
- This is an in-person position, and all work will be carried out on-site at a Rosemont Market retail location.
- Moderate to loud ambient noise levels.
- Attendance at trainings and certifications may be required.

**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.*