



Job Title: Retail Lead

Effective Date: May 27th, 2022

Classification: Non-Exempt	Department: Retail
Pay Type: Hourly	Reports to: Retail Manager
Position Type: Full-Time	Schedule: TBD

Job Summary

The Retail Lead supports the Retail Managers by contributing to the oversight of process and efficiency within their designated department. They are responsible for delegating workflow and participating in task management in the absence of the Retail Managers, as well as communicating standards of operation and product information with department staff and through intercompany channels as needed. The Retail Lead shares in all core responsibilities of retail staff and participates in the completion of all daily shift goals. These responsibilities vary between departments but may include providing attentive customer service, demonstrating the proper handling and merchandising of all retail products, performing accurate inventory management and record-keeping, and maintaining a safe and sanitary workspace.

Duties and Responsibilities:

- Providing additional shift oversight to achieve departmental goals, specifically in the key areas of workflow efficiency, quality control, product storage and rotation, and inventory data management.
- Delegating daily department projects among retail team members to maximize efficiency and quality.
- Assisting the Retail Managers in the training of all new hires, as well as demonstrating Rosemont’s standard operations and performance expectations for all retail staff on an ongoing basis.
- Demonstrating superior customer service.
- Reporting performance issues and shift disruptions to the Retail Managers.
- Acting as a channel of communication between the Retail Managers and retail team to provide additional leadership capacity.
- Following all company and department policies as written in the Employee Handbook.
- Maintaining a safe and healthy work environment and retail shopping experience by reporting all safety concerns to the Retail Managers for immediate resolution.
- Participating in/providing oversight of ongoing departmental upkeep.
- Ensuring that retail space is consistently clean, organized, and well maintained.
- Participating in/providing oversight of inventory receiving, stocking, and storage practices.

- Accurately filing and processing of all delivery invoices and paperwork per store policy.
- Performing routine inventory maintenance and following Rosemont's current live inventory management procedures.
- Communicating inventory and delivery discrepancies with the Retail Manager for immediate resolution.
- Clearly transmitting critical supply information to other managers, staff, and accounts through Rosemont's approved channels.
- Effectively executing and/or delegating all store opening and closing processes, including POS and bank deposit handling.
- Other tasks as assigned.

Required Skills/Abilities:

- Exceptional interpersonal communication skills and ability to articulate direction clearly in both training and customer service settings.
- Keen interest in local food systems, food trends, sustainable food economies, and specialty foods.
- A team-oriented attitude and a desire to promote a respectful and inclusive work environment and shopping experience.
- Proficiency with Catapult or another comparable Inventory Management Software.
- Superior attention to detail for consistency and quality control purposes.
- Strong analytical thinking and problem-solving skills.
- Excellent organizational skills.
- Independent time-management skills and ability to sustain multiple ongoing projects.
- Independent and reliable transportation.
- English language proficiency required.

Education and Experience:

- High School diploma or equivalent required, college degree preferred.
- 2+ years of experience in retail, customer service, or specialty food/agriculture.
- Leadership experience preferred.

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 Retail Managers.
- 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, departmental meetings, 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 remain standing and active for duration or majority of shift.

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.