



## **Job Title: Retail Assistant 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> Retail Manager
<b>Position Type:</b> Full-Time	<b>Schedule:</b> TBD

### **Job Summary:**

The Assistant Retail Manager provides flexible support to the Retail Manager in all aspects of store operations at their designated “home” market location, including personnel management, inventory management, communication, and store upkeep. They are dedicated to maintaining a productive, satisfying, and respectful workspace for all retail employees while co-leading their team in Rosemont’s standards of process, efficiency, and quality. The Assistant Retail Manager works closely with the Retail Manager, Director of Retail Operations, and store employees to ensure that store operations and culture are aligned with Rosemont’s strategy and overall business goals.

### **Duties and Responsibilities:**

#### Management and Leadership

- Participating in the interviewing, hiring, and onboarding of all retail employees.
- Participating in the training of all retail employees in Rosemont’s standard operating procedures and general best practices for the retail setting.
- Supporting the Retail Manager and Director of Retail Operations by communicating and implementing critical feedback and operational updates to retail employees.
- Working with the Retail Manager to structure shift staffing to achieve appropriate coverage in all retail departments. This may involve personal scheduling flexibility to provide coverage during callouts and/or employee time off.
- Co-supervising retail employees in all of their shift duties and providing additional management capacity in the absence of the Retail Manager.
- Maintaining personnel details including timekeeping, performance documentation, and Emergency Contact information for all retail employees.
- Participating in performance reviews for all direct reports on an annual basis and delivering constructive performance feedback on a rolling basis.
- Reporting all employee performance concerns and/or operational disruptions to the Retail Manager and/or Director of Retail Operations for immediate resolution.
- Other tasks as assigned.

#### Inventory & Communication

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

- Contributing to the Retail Manager's efforts to achieve sales goals and reduce inventory shrink.
- Working closely with the Retail Manager and Finance Department to process invoices promptly and accurately.
- Clearly transmitting critical information to other managers and staff through company-wide channels.
- Providing additional support in the area of special-order fulfillment.
- Other tasks as assigned.

#### Store Operations, Maintenance & Appearance

- Demonstrating 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, in the absence of the Retail Manager.
- Identifying all on-site safety concerns and notifying Retail Manager and/or Director of Retail Operations for immediate resolution.
- Reporting all urgent store maintenance needs and/or equipment repairs to the Retail Manager for immediate resolution.
- 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.
- Strong interpersonal communication skills and ambition to develop leadership skills.
- Strong customer service technique and ambition to develop hospitality skills.
- Communicating efficiently and professionally in a customer-facing setting to meet our hospitality standards.
- Excellent attention to detail for consistency and quality control purposes.
- Strong 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 3 years of professional experience in a retail, customer service, or food service position. Leadership/management experience preferred.
- 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 Director of Retail Operations.
- 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.*