

## Job Description



### Deli Manager

#### Position Description and Essential Functions

The Deli Manager is responsible for the day-to-day operations of the deli counter and associated prepared foods areas of the store. This position is responsible for financial performance, waste management, ordering, direct oversight of deli team members, department operations, training, policies and procedures. This position works closely with the Bakery and Catering Managers, and respective teams, to execute strategy and achieve the mission and visions of Crossroads Market.

#### Job Requirements

- Manage all department employees, including coaching and performance reviews and conflict resolution between team members
- Ensure correct ordering, receiving, unloading, storage, and rotation of merchandise to ensure minimal waste
- Select items for weekly ad while adhering to company sale price requirements and restrictions
- Ensure ingredients and costs are accurately accounted for and programmed into the system, reviewing regularly
- Complete weekly work schedules ensuring availability during peak times while keeping to budgeted labor hours
- Train department staff on safe food handling practices and ensure all staff follow food handling procedures
- Ensure staff is trained on and understands store and department policies and procedures, including a high level of customer service
- Ensure effective communication within department and among all Crossroads and Corporate personnel, including email monitoring and conducting regular department huddles
- Establish and keep a cleaning and organizational plan
- Manage department budgets, sales strategy, and department performance reports
- Assist Catering and Bakery Departments with preparation of jobs, either through direct help or sharing of staff
- Maintain pricing integrity and manage department inventory by following store procedures
- Manage orders and fulfillment, ensuring timely delivery and satisfaction as well as order entry into sales system for proper invoicing and accounting.
- Establish and keep relationships with vendors to ensure best possible price and highest quality product
- Work with the Marketing Department as needed on weekly ads and specific marketing initiatives
- Work with Human Resources (HR) on recruitment and retention. Utilize HR and manager team to help with onboarding process to build a positive work environment
- Work with other managers on overall company strategy, cross-training, efficiencies, and marketing initiatives
- Follow all applicable external procedures and regulations, including Weights and Measures, FDA, Health and Sanitation, Department of Labor, ADA, HAACP, OSHA and safe work practices, with the assistance of Store Leadership, Corporate HR and Safety departments

#### Reports to Store Director

Direct Reports include Deli AM and PM Level 2, Level 1, or Lead, and all Deli Staff

Expected Work Schedule: Monday – Sunday, at least one weekend day and at least two PM shifts weekly

\* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives change, so too may the duties.