

## Job Description



**Job Title:** Bakery Manager  
**Department:** Bakery  
**Company:** Crossroads Market  
**Reports To:** Store Director  
**Status:** Full-Time, Non-Exempt  
**# Direct Reports:** 5+

### Summary

The Bakery Department Manager will manage and oversee the bakery department. This position will plan, schedule, and execute all functions and duties to establish and maintain a profitable, organized, and quality department. This position is responsible for financial performance, waste management, ordering, direct oversight of bakery team members, department operations, training, policies, and procedures. This position works closely with the Catering Manager, and respective teams, to execute strategy and achieve the mission and visions of Crossroads Market. Position must work throughout the week with at least one weekend day.

### Job Requirements

- Manages a team of bakery staff.
  - Assisting in hiring and leading the training of all bakery staff.
  - Schedule staff according to needs, while being mindful of limiting overtime.
    - Updating, fixing, and approving all staff timecards.
  - Coaching staff in an effective and constructive manner.
  - Maintains positive work attitude and environment.
  - Oversee reviews of their team members.
  - Provide conflict management, without bias, with on-duty employees, as necessary.
- 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 are trained in and understands store and department policies and procedures, including a high level of customer service.
- Ensure effective communication within the department and among all Crossroads and Corporate personnel, including email monitoring and conducting regular department huddles.
- 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 products and costs are accurately accounted for and programmed into the system, reviewing regularly.
- Maintain pricing integrity and manage department inventory by following store procedures.
- Establish and keep relationships with vendors to ensure the best possible price, highest quality product, and good service.
- Manage department budgets, sales strategy, and department performance reports.
- Establish and maintain a cleaning and organizational plan.
- Assist Catering and Deli Departments with preparation of jobs, either through direct help or sharing of staff.
- Participates in developing and executing store annual objectives, goals, and initiatives.

## Job Description



- 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.
- Monitors work email multiple times per day, responding timely and effectively.
- Assumes the Manager on Duty responsibilities as needed.
  - Responsible for the store operation and on-duty personnel.
  - Cross-trained to minimum and basic department functions of all departments.
- Embraces and supports the FLASH mission and performs safe practices in the workplace.
- Any and all other duties as assigned.

### MINIMUM QUALIFICATIONS

- 1+ years of leadership experience.
- Proficient in Microsoft Office Suites (Word, Excel, Outlook) or other computer software.
- Servsafe training required; the company will assist in acquiring if necessary.
- Comfortable working in a fast-paced environment.
- Attention to detail and problem-solving skills.
- Ability to improve processes for department efficiency.
- Excellent communication and organization skills; ability to prioritize workload, handle multiple tasks, meet deadlines, and work self-directed with a sense of urgency.
- Takes a customer focused approach to the needs of employees, customers, and clients.

### PHYSICAL REQUIREMENTS

Typical retail setting. Exerting up to 25+ pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. This job is very active and requires standing, walking, bending, kneeling, stooping, and crouching. Job will include repetitive movements, repetitive use of computer/office equipment and usage of hands to handle, control, or feel objects or tools.

### EEO STATEMENT

FLASH 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.

## Job Description



### OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I have read and understand my roles and responsibilities. I can perform the duties and functions required as stated above.

---

Employee Name – please print

---

Employee Signature

---

Date