

Prepared Foods Manager Job Description

Purpose

To ensure an organized and smooth running deli department, and provide a wide variety of natural foods that appeal to an ever-expanding customer base. Meet department objectives for sales, margin, labor and customer service satisfaction. Hire, train and motivate employees: provide coaching and performance management when necessary. Support the General Manager's goals for the overall store through participation in management team meetings and by performing other tasks as assigned.

Status

- Reports To: General Manager
- FLSA Status: TBD
- Supervises: Deli Staff (Prepared Foods & Bakery)

Essential Responsibilities and Functions

OPERATIONS

- Participates in targeting sales, labor and margin goals for the deli department in conjunction with the General Manager.
- Develops and implements strategies to control labor and direct costs; maintaining a level of shrink at or below the department goal.
- Cost recipes and set pricing on all products.
- Meet/exceed goals for sales, margin, labor, inventory and capital expenditure.
- Review departmental financial reports (sales, labor, margin and turns) and implement corrective action as needed.
- Conduct regular price comparisons of local competition.
- Research, develop and cost new recipes.
- Create seasonal menus (summer, fall, winter, spring). Plan menu for excitement and variety. Combine taste, nutrition and eye appeal.
- Ensure POS system and scales are accurate and information is up-to-date with current prices.
- Provide an accurate deli department inventory monthly.
- Ensure department equipment is maintained in safe, working order.
- Address safety concerns immediately.
- Successfully complete and maintain food safety certification.
- Attend management team meetings.
- Participate in co-op peer group meetings and report to GM regularly.
- Perform other tasks assigned by General Manager.

II. PERSONNEL

- Hire, develop and train talented employees.
- Provide on-the-job training. Follow-up with employees to evaluate their learning process experience.
- Supervise deli employee day-to-day operations.
- Maintain communication with employees through regular meetings and correspondence.
- Demonstrate leadership by providing honest feedback, coaching, mentoring and recognition.
- Conduct scheduled performance evaluations and pay reviews.
- Follow disciplinary action process as needed per established store policy.
- Ensure the deli staff is outfitted in clean, proper uniforms including hair restraint and name badges.

- Maintain a weekly employee labor schedule, ensuring hours are aligned with targeted labor cost.

III. CUSTOMER SERVICE

- Model exceptional customer service skills.
- Train employees to achieve sales and consistent service by delivering a fast and friendly experience to every customer.
- Train staff to assist any customers within the store.
- Ensure customer experience, and selections are the same in the evening as they are in the morning.
- Oversee an ongoing sampling program to highlight specials, drive the business and maintain excitement within the deli department.

IV. FOOD PREPARATION

- Manage food quality by ensuring processes are in place, to include: forecasted food ordering, safe receiving, recipe adherence, recording and analyzing production, proper food handling, time and temperature control, and sanitation processes.
- Ensure food production and display areas are maintained in sanitary, orderly condition meeting health department standards.
- Ensure staff follows proper product rotation procedures.
- Ensure deli staff is tracking all loss on a waste log daily.
- Ensure cleanliness and freshness standards are being responded to in an efficient manner.
- Assist with food preparation as needed.

V. MERCHANDISING

- Plan attractive displays with uniform signage; ensure displays are fully stocked and rotated to ensure freshness.
- Provide plan-o-grams for the grab & go and service case set.
- Develop strategies to drive sales and improve profitability.
- Plan promotions, cross-merchandise within department and work with marketing on advertising.
- Plan and implement weekly and monthly specials.
- Monitor industry trends.

VI. PURCHASING

- Order product and supplies on time to ensure inventories are maintained at optimum level.
- Negotiate with suppliers for favorable prices, terms, quality, and delivery. Investigate new vendors.
- Receive orders, or ensure proper receiving by deli staff. Log invoices.
- Process invoices and credits in a timely fashion.
- Coordinate returns and credit from suppliers where applicable.

OTHER RESPONSIBILITIES

- Participate in NCG prepared food programs and conferences when applicable.
- Conduct meetings to plan departmental menus, events and promotions.
- Review product information to be shared with customers and staff.
- Successfully complete and maintain food safety certification.
- Perform other tasks assigned by General Manager.

Physical Job Requirements

The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be present and working in assigned area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

Working Conditions

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods including meats and seafood.
- Handling objects that have been handled by the public.
- Frequently performs work standing on cement floors at the cash register.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Prior management/supervisory experience in deli/restaurant preferred
- Experience cooking for restaurant, food service caterer or deli
- Strong communication skills, both written and verbal
- Ability to project an outgoing, engaging personality
- Attention to detail & organizational skills
- Ability to clearly explain procedures and processes
- Demonstrated ability to multi-task
- Ability to read and interpret financial statements including margin implications
- Familiarity with nutrition and natural foods preferred but not required