



## POSITION DESCRIPTIONS

*Count on Me – We know what to do, we make it easy, we do our part and we care!*

**Job Title:** FT Deli Bakery Assistant Manager

**Job Code:** 288

**Department:** Deli Bakery

**Reports To:** Deli Bakery Manager

### **Primary Purpose:**

Assist in the supervision and operations of the Deli/Bakery Department to achieve financial and sales goals. Build associate and customer relations and promote a strong culture in support of Food Lion Strategy. Maintain solid communications with the management team, all associates in the store and throughout the organization.

### **Duties and Responsibilities:**

- Manage the Deli Bakery Department in the absence of the Deli Manager, including supervising the performance of all duties and responsibilities of Deli Bakery Associates
- Daily management of labor (i.e. expected live) and the coaching of associates to achieve productivity expectation
- Provide leadership and motivation within the store to promote a culture reflective of our Guiding Principles, Core Values, Vision and Strategy
- Support the achievement of budgeted financial and operating results
- Control store's expenses through proper ordering, care for supplies and equipment
- Ensure that ordering, receiving, preparation, conditioning and displaying of merchandise is done in accordance with policies and guidelines
- Monitor shrink and ensure that inventory is accounted for; provides coaching for associates to recognize and prevent losses
- Smile and maintain an atmosphere of enthusiastic customer awareness with primary emphasis on fast, easy, flexible and friendly customer service all while creating a positive shopping experience for customers
- Role model outstanding, friendly customer service and use skills and knowledge of department products to offer solutions that meet or exceed customers' expectations
- Perform duties that ensure department appearance, quality, variety, workplace safety, and food safety are consistently maintained
- Observe and correct all unsafe conditions that could cause associate or customer accidents
- Understand and use company tools such as; financial reports, ACIS, scheduling, productivity, ordering (CAO), and business information systems Understanding and utilize Average Cost Inventory System (ACIS)
- Ensure compliance with local, state and federal regulations
- Maintain a neat, well-groomed personal appearance at all times; comply with company dress code and personal appearance guidelines
- Successfully complete Computer Based Training (CBT), Training Packet and Training Aid courses
- Ensure LMS compliance for all Deli Bakery Associates
- All other duties as assigned

### **Qualifications:**

- A high school graduate or equivalent preferred
- Ability to lead and manage a team
- Strong understanding of store operations and merchandising techniques preferred
- Effective communication, customer service, and selling skills
- Strong interpersonal and organizational skills

- Ability and willingness to learn multiple tasks and technical requirements of the job
- Ability to multi task and prioritize in a fast paced environment
- Strong problem solving skills
- Must meet minimum age requirements
- Must be able to meet the physical requirements of the position, with or without reasonable accommodations

**Physical Requirements:**

- Ability to use computers and other communication systems required to perform job functions
- Ability to use hand held computers for orders, mark downs, scan outs, and inventory
- Stand 100% of the time, frequently walking short distances
- Ability to push or pull up to 2000 pounds using a pallet jack or float
- Perform repetitive hand and arm motions
- Bend and lift products weighing up to 15 lbs. continuously, 25 lbs. frequently, and approximately 100 lbs. on occasion
- Be able to handle a variety of substances associated with cleaning and packaging materials, and household cleaners
- Stand 100% of the time with frequently walking short distances
- Frequent reaching and grasping at waist level: occasionally above shoulder or below waist level
- Meet established volume activity standards for the position
- Tolerate working in extreme hot/cold temperatures for up to 20 minutes at a time
- Have sufficient visual ability to check invoices, dates, and other written documents

March 20, 2018