



Job Title: Cheese Manager

Status: non-exempt,

Department: Deli

Reports to: Deli Manager

General purpose: To ensure cheese case is full of high-quality, fresh products; to meet and exceed customers' needs and expectations for the cheese department, and to maintain a satisfactory price image. Maintain the gross margin in cheese department. Purchases and merchandises cheese for the department.

Role Qualifications:

Knowledge of natural foods preferred

Moderate to extensive cheese knowledge in cutting, production, and taste description

Must be able to demonstrate accuracy and attention to detail

Ability to establish positive relationships with suppliers

Excellent customer service skills

Ability to maintain accurate and complete records

Ability to understand financial statements as related to department operations

Ability to meet category objectives for sales, margin, and turns

Good communication skills, both written and verbal

Regular predictable attendance; flexibility in scheduling

Basic computer skills (Microsoft, Word, Excel, Internet Ordering)

English proficiency

Ability to follow verbal and non-verbal communications

Responsibilities:

I. Customer Service

1. To be friendly, attentive, accessible, and approachable to customers at all times.
2. Maintain deli display cases as needed.
3. Provide prompt, friendly and courteous customer service to include offering samples, answering questions and making suggestions.
4. Maintains familiarity with co-op policies and products to better answer customer questions.
5. Ensure department specific customer questions are answered or properly directed.
6. Assist with customer complaints, requests, and questions.
7. Accurately record and order all special orders. Notify customers as needed in regards to special orders. Have all special orders marked and visible for other staff. Communicate special orders to Service Manager.

8. Keep all counter aspects neat, clean and organized.

II. Essential Department Operations

1. Order all products within product policy guidelines.
2. Order products for prepared foods and bakery as directed by deli manager and bakery manager.
3. Develop and maintain cheese ordering system based on par levels.
4. Attain sales and margin goals for the department.
5. Maintain consistent inventories from quarter to quarter.
6. Review departmental financial reports and take corrective action as needed.
7. Ensure losses, transfers and samples are accurately recorded accordance with store policy. Turn in completed logs on bi-weekly basis.
8. Coordinate quarterly inventory counts.
9. Establish prices based on margin goals as set with Deli Manager.
10. Ensure accurate up-to-date price labeling and entry of product information into Point of Sale System.
11. Maintain scale date to coincide with POS information.
12. Complete quarterly bi-quarterly pricing updates and maintain costing data on regular basis through invoicing.
13. Negotiate with suppliers for favorable prices and terms, quality and delivery.
14. Ensure proper product rotation on a regular basis.
15. Ensure accurate signage is present for all cheese and falls within store policy for signage.
16. Ensure quality protection for all cut/wrap cheeses.

III. Non-Essential Department Operations

1. Coordinate returns and credits from suppliers where applicable. Document all return and credits in credit logs. Provide all documentation including credit memos.
2. Sign and code all cheese related invoicing. Check all invoices for accuracy.
3. Assist in keeping all storage areas organized, clear, and clean and in good order.
4. Research new product, development, and selection.
5. Coordinate vendor sampling with department manager and other appropriate department heads to cross merchandise. Coordinate tastings and vendor demos.

IV. Department Maintenance

1. Maintain general housekeeping and sanitation standards in compliance with store policy and state and local health regulations on a regular, ongoing basis.
2. Check refrigeration equipment for proper performance regularly.
3. Use and maintain equipment in good working order.
4. Notify Deli Manager of any maintenance or equipment problems.
5. Notify Department manager of equipment needs or repairs as they arise.

V. Miscellaneous

1. Performs other tasks assigned by the Deli Manager.

Reporting to this position: None

Physical demands and work environment:

Must be able to work standing up for entire shift

Work environment may be crowded, noisy and hot/cold a majority of the time

Must be able to lift up to 25 lbs regularly

Repetitive hand movements required in the normal course of a shift

General sign-off: The employee is expected to adhere to all company policies. I have read and understand this job description.

Signature: _____ **date:** _____