



Front End Team Leader

Job Description

OBJECTIVE

- To provide and maintain the highest standards of customer service in the store's front end operations; to supervise and direct all front end activities and operations to ensure that the work shifts of personnel working at the front end contribute to the financial best interests of the store.
- Reports to: General Manager/Full-Time position (minimum 40 hours/week)

DUTIES AND RESPONSIBILITIES:

The essential duties and responsibilities of this position include, but are not limited to, the following:

A. Customer Service

1. Greet all customers and provide them with prompt and courteous service or assistance, and ensure that all department personnel are trained to do so;
2. Be qualified, knowledgeable, able and prepared to perform all of the duties of an experienced front end clerk when necessary;
3. Promote customer good will by providing, and training departmental staff to ensure highest standards of customer service are being provided;
4. Maintain effective work schedules for front end personnel to meet business volume and traffic requirements; minimize customer inconvenience and excessive waiting periods;
5. Ensure that cashiers are assisted with price checks in a prompt and timely manner;
6. Keep store management informed of pricing problem areas, or items that are not on file in front end computers or electronic point-of-sale Price Look Up files; Inform store management promptly of cash register or scale problems/malfunctions;
7. Assist customers with membership applications or refunds;
8. Handle change order requests as needed;

B. Bookkeeping

1. Ring all sales into cash register in accordance with Friendly City cash handling procedures;
2. Observe store policies pertaining to the acceptance of checks;
3. Ensure that pricing errors or discrepancies are recorded, and is notified promptly;

4. Assist in conducting shelf price audits as prescribed by management;
5. Be familiar with invoice documents and confirm accuracy of item descriptions, sizes, quantities and pricing during grocery vendor product deliveries that are brought in through the front door;
6. Record invoice documents accurately and place signed invoice in the designated secured area;
7. Accurately record markups and markdowns, in-store use of merchandise, voids, refunds, and bad merchandise/spoilage write-offs in accordance with company policies;

C. Merchandising

1. Ensure that all front end personnel keep inventory sections faced to the maximum extent possible according to tag allocations or department standards;

D. Maintenance

1. Ensure that general housekeeping and sanitation standards are in compliance with store policy and state and local health regulations on a regular, ongoing basis;
2. Assist in keeping all checkout, sales, and storage areas clean, clear and in good order;
3. Inspect sales floor areas hourly during shift hours to ensure that the floor is kept free of potential safety hazards such as spills and broken glass or plastic containers that contain liquid products; call for immediate cleanup as required;
4. Ensure that all cash registers, scales, and other equipment are in good working order; immediately advise systems manager of any maintenance or equipment problems;

E. Security

1. Adhere to company policy pertaining to excessive cash in registers and perform cash pickups in accordance with such policy;
2. Observe security standards by staying alert and being aware of customer actions and behavior; report to manager or security any abnormal behavior;
3. Protect company assets at all times and ensure that all unattended registers are secured or locked when not in use;

F. Personnel

1. Assign tasks and responsibilities to cashiers as prescribed by store management;
2. Conduct training programs to ensure accuracy and compliance with procedures;
3. Review performance standards and conduct checking accuracy audits of front end personnel on regular basis.
4. Be observant and alert at all times and enforce store policies as they relate to front end operations; assist management with discipline of front end associates who fail to abide by front end policies and procedures;
5. Notify general manager or shift supervisor of personnel situations or policy violations having an adverse effect on store operating performance, or of situations requiring disciplinary action or that may potentially require such action.

G. General

1. Observe all store rules and policies;
2. Maintain a neat, well-groomed personal appearance at all times and observe company dress regulations;

3. Adhere to all local, state, and federal health and civil code regulations;
4. Ensure proper bagging procedures by front end personnel
5. Order and control inventory of all front end supplies including proper replenishment as required, in the check stands;
2. Assign stocking duties to front end personnel during idle periods;
3. Ensure that return-to-stock items are handled in a prompt and orderly manner with the most immediate attention given to refrigerate and other perishable items;
4. Handle damaged and spoiled products according to company policy and assist in controlling the level of damaged goods and returns;
5. Control excessive use of utilities and water and observe sound conservation practices;
6. Perform other duties and assignments as directed by the General Manager;

H. Monitoring

1. By 5 pm every other Monday afternoon, submit a 5 15 check in report to GM.