

Assistant Prepared Food Manager

Status: Reports to Prepared Foods Manager

Supervision of: Kitchen Department Staff

Purpose

The Assistant Prepared Foods (APF) Manager ensures an organized and smoothly run prepared foods department (sandwich bar, hot bar, Grab & Go cases, bakery case, bulk deli & miscellaneous areas) including ordering, pricing and inventory control. The APF Manager motivates and provides department staff with tools required to ensure the highest level of service possible to the MFC shopper and to meet department objectives for sales, margin and labor goals. This includes the scheduling, supervision, evaluation and constructive discipline of department employees. This position is a key member of MFC's management team where cooperation is required to maintain staff morale, efficiency, quality products and excellent customer service.

Assistant Manager's Duties and Responsibilities

Provide Excellent Service

- The APF Manager exhibits excellent service for customers and staff and ensures that all department staff is customer focused and provides excellent service
- Answers customer questions about all areas of the kitchen, membership and general store policies
- Knows store layout and is aware of products in other departments
- The major challenges to this position are to remain abreast of changing owner/customer needs, new products, effective selling techniques, providing the atmosphere in which the product is presented and to supply high quality product that are well merchandised at all times

Purchasing and Pricing

- Work with department manager to negotiate with suppliers for favorable prices, terms, quality ingredients, and delivery
- Evaluate department suppliers as necessary and research new sources of supply
- Purchase products for department according to store buying policy
- Ensure adequate supply and selection of products keeping out of stocks to a minimum
- Receive and process orders for weekly inventory, check condition of product and invoice accuracy on all deliveries
- Ensure correct product rotation
- Review invoices for price changes and product additions, process with data entry
- Coordinate return of credits for department suppliers where applicable and ensure that department staff know how to do the same
- Ensure accurate up-to-date price labeling of products
- Establish prices based on margin goals as set by General Manager. Establishes prices and product selection
- Communicate ordering times, deadlines and changes in usual delivery time to other departments when vendor is a shared.

Department Operations, Sanitation, and Safety

- Assist in researching and developing employee safety measures for food handling and preparation, implementing the most functional and efficient ergonomics
- Develop systems and ensure their implementation to maintain accurate, updated records of product cost, production, and losses

- Ensure that unsellable items are properly disposed
- Ensure that department display units, coolers, work areas, storage areas, and sales floor are in clean and orderly condition
- Ensure department equipment is maintained and properly serviced; advise department manager and Store Operations Manager of equipment repair/replacement needs
- Set daily priorities for staff to ensure productive work flow for counter operations
- Ensure adequate amounts and variety of product for efficient department operations
- Assist in developing and revising department's standard operating procedures (SOP) as needed. Ensure staff is aware of and trained in department SOP's
- Ensures that department operates following health department requirements in food storage and handling. Follows Department of Agriculture standards for sanitation
- Ensure department staff is aware of:
 - How to lift properly
 - How to safely operate all equipment
 - Location of accident reports
 - Location of department first aid kit
 - Procedure for taking injured employees to ER
 - Requirement to wear closed toed shoes
- Perform all other duties as assigned by Store Operations and General Manager

Merchandise and Product

- Works with department manager to coordinates product selection, cross merchandising of products with other departments and menu planning
- Assists department manager to continually works to improve turns by evaluating products based on movement and sales trends
- The APF Manager works with department manager to develop regular promotions for the department including specials and samples, resets as necessary to accommodate new products and ensures creation of selling space
- Ensures that the department has attractive, informative signage
- Reads trade journals to increase knowledge of industry trends and attends trade shows and other functions as needed
- Conduct periodic price comparisons with other stores

Cost control

- The APF Manager works with department manager, buyers and SOM to establish a pricing structure that will ensure that department margin goals are met and communicates pricing and margin structures to department staff.
- Provides follow-up and training to ensure that all products are correctly priced and that all credits and returns are processed correctly.
- Is responsible for keeping department labor costs within the labor budget and works with S.O.M., G.M. and management team to achieve storewide standards in merchandising, staff performance and store appearance
- Receive deliveries, following established receiving procedures
- Ensure updated accurate pricing and signage for all products are posted and entered into the POS system in a timely manner
- Ensure accurate up-to-date records of cost of preparing prepared foods items
- Assists in creating systems for monthly inventory of prepared foods items
- Ensure maintenance of records pertaining to shrink e.g. markdowns, spoils, spills, ect.

Inventory Levels

- Ensures that optimum stock levels are maintained
- Purchases to approved inventory levels with due consideration to approved inventory turns and controlled shrinkage
- Maintains positive working relations with suppliers

Training and Supervision

- The APF Manager is responsible for all aspects of supervising department staff
- Will assist in the creation of and adhere to a training manual that encourages “intelligent design” of the dept. work flow
- Delegates supervisory responsibilities when appropriate, develops and maintains department training materials and provides follow-up and further training to ensure that standards are met by all workers.
- Establishes and maintains a clear chain of accountability and responsibility among all department staff and organizes a department communication system that encourages staff participation and mentoring.

Management Team Responsibilities

- Represents the team as one voice and honors decisions after they are made.
- Acts as Manager on Duty (MOD), when scheduled
- Will adhere to the Manager’s Code of Behavior.

Qualifications

- Excellent customer service skills
- Experience supervising and managing staff in a food service or retail setting
- Ability to safely operate all kitchen machinery, including, but not limited to: cheese/meat slicer, food slicer, food processor, industrial mixer, knives, ovens and stoves
- Food Safety Certificate preferred, e.g. ServSafe
- Some knowledge of natural foods and special dietary needs
- Ability to work within a budget
- Ability to work a flexible schedule to meet the needs of the business; some early mornings, evenings, holiday and weekend shifts required
- Basic understanding of retail concepts and retail industry
- Basic computer skills (Microsoft Word, Excel)
- Demonstrated ability to meet goals
- Communication skills; good listener; gives clear instructions
- Familiarity with Cooperative Principles
- Excellent sense of organization
- Ability to handle multiple demands
- An energetic, positive and charismatic personality is required
- Ability to lift up to 50 lbs