

# Customer Experience (Front End) Manager

## Description

---

### POSITION SUMMARY

The Front End Manager is responsible for overseeing and directing all aspects of Front End operations. The Front End Manager ensures accurate and efficient customer check-out, proper cash handling, and consistently phenomenal customer service. This position upholds management best practices, develops and mentors department personnel, adheres to labor guidelines, and ensures others maintain compliance with policy and procedures by establishing clear expectations. This position also implements accountability practices including the development and carrying out of department procedures for customer service, department conditions, staff supervision, safety, productivity, and other workplace conditions in a manner that upholds the values of Rising Tide Coop and the cooperative identity.

<b>DEPARTMENT</b>	Front End
<b>FLSA STATUS</b>	Non-exempt
<b>REPORTS TO</b>	Front End Manager
<b>SUPERVISES</b>	Cashiers, Helper Clerks

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Uphold all Co-op policies, procedures and expectations.
1. **Department Operations and Customer Experience**
  1. Ensure the Front End department operates effectively and efficiently; facilitate day-to-day operation and guarantee performance standards are met and that employees consistently work towards their ideal and peak performance.
  2. Exceed our customers' expectations for service and provide a welcoming environment for all people and all diverse backgrounds and in accordance with the Co-op's customer service standards.
  3. Model, provide, and ensure customers receive prompt, friendly and courteous services in a professional manner that markets our cooperative advantage.
  4. Maintain a calm and friendly demeanor with all customers and in all situations.
  5. Verify and reconcile daily drawers and report deposit activity through the point of sale system.
  6. Prepare and verify that each starting drawer has specified levels of coin and currency and provide coin and currency to each cashier as needed throughout the shifts. Make daily change orders as needed.
  7. Verify and maintain cashier deposit and properly account for all cash on hand.
  8. Collect drops from cashiers and document in the deposit log.
  9. Handle daily bank deposits and incoming change orders as needed.

10. Reconcile and balance the safe for accuracy.
11. Reallocate labor as needed to meet operating needs and in a manner that upholds Co-op standards. Ensure cashiers and Team Members are taking their scheduled breaks and makes changes to break schedules to meet the needs of the Co-op and in a manner that upholds standards.
12. Provide authorization for returns, refunds and suspended orders for cashiers as needed.
13. Report any situations of concern to the Store Manager and appropriate management personnel.
14. Monitor and ensure that cashiers keep work areas neat, clean and orderly.
15. Take inventory of front end tools and equipment on a routine basis.

## 2. **Managerial Duties**

1. In collaboration with the General Manager, Store Manager and Store and Staff Development Manager, create, develop, communicate, implement, audit, and evaluate operating standards and procedures and adjust as needed.
2. Know and adhere to all aspects of the Employee Handbook, current policies and procedures, and safety programs.
3. Establish clear expectations for direct reports and support direct reports to ensure expectations are exceeded.
4. Delegate and assign tasks for department personnel as needed and ensure tasks are completed.
5. Provide adequate and timely communication with the Leadership Team and Department Managers in regards to problems/concerns, opportunities, recognition, and other matters of importance.
6. Supervise work performance and conduct of personnel and support the Co-op's performance management practices as needed and in accordance with Co-op policies, procedures, labor and legal guidelines.
7. Model behaviors that support the values of the Co-op, through supportive and participatory leadership, promoting cooperation, team building, and motivating employees to achieve goals.
8. Immediately address and report concerns with employee behaviors or work performance to the Store Manager/SSSD and support them in investigating and addressing the concern appropriately.
9. Cooperate with the Store Manager to assist with employees' contribution to the overall departmental goals and vision for the co-op.
10. Monitor and ensure that Front End staff are properly attired and prepared for work duty upon arrival.
11. Help create and facilitate training for employees that enhances and builds upon their skills, knowledge and abilities. Ensure new hires are trained appropriately and effectively.
12. Contribute to regular performance evaluations and provide coaching as needed.
13. Support the Co-op's security and safety protocols and establish strong departmental control measures.

14. Note absences, tardiness, shift changes, and other variances or patterns according to procedure. Reallocate labor as needed to meet operating needs.
  15. Coordinate and authorize breaks for cashiers in accordance with Co-op policy and the needs of the Front End.
  16. Assist Store Manager and POS Team with point-of-sale system as needed.
  17. Order and maintain adequate supplies at each cashier station.
  18. Support recruitment practices by screening and interviewing applicants per management's direction.
  19. Support Rising Tide Coop's marketing and outreach initiatives and contribute to marketing, outreach, and events as requested.
  20. Model communications with staff that are timely, clear, direct, and respectful.
  21. Model leadership behaviors to motivate staff and encourage teamwork.
  22. Treat staff equitably, fairly, consistently, and with respect.
  23. Hold and facilitate routine meetings with staff that engage them in their daily work and reiterate standards and expectations.
3. **Financial Accountability**
    1. Work with the Store Manager on scheduling needs.
    2. Follow established Co-op policies and procedures in all matters relating to cash handling and financial transactions.
4. **Other Duties**
    1. Assist in inventory counts, storewide cleaning, and other projects as needed.
    2. Attend meetings and events as requested.
    3. Ensure equipment repair and maintenance is communicated to appropriate personnel and make adjustments until equipment has been improved.
    4. Maintain working knowledge of and ability to perform all duties of direct reports.
    5. Demonstrate support for the cooperative values and principles daily.
    6. Compile information and contribute to reports as needed.
    7. Perform other duties and work in other departments as assigned.
    8. Know and uphold Rising Tide's Leadership Commitment and Standards for Professional Community
    9. Must be available to work hours based on the needs of the business and their department.

## Qualifications

---

### ESSENTIAL QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### 1. Work Experience

1. 3+ years' previous experience cash handling in a retail setting.
- 2. Language Ability**
  1. Comprehend complex instructions, correspondence, and memos.
  2. Communicate effectively and respectfully in oral or written form to staff and customers of diverse backgrounds.
  3. Effectively present information in one-to-one and small group situations to employees and customers.
- 3. Math Ability**
  1. Add and subtract two-digit numbers and multiply and divide with 10's and 100's mentally.
  2. Perform these calculations using units of U.S. currency and weight, volume, and distance measurements.
- 4. Reasoning Ability**
  1. Apply common sense understanding to carry out detailed written or oral instructions.
  2. Deal with problems involving a few concrete variables in standardized situations.
  3. Prioritize work tasks, multi-task, and maintain focus.
  4. Create, implement and improve procedures.
- 5. Computer Skills:**
  1. Use Point of Sale, Microsoft® Excel, Word, Email, website, and time clock software proficiently.
- 6. Leadership:**
  1. Ability to maintain a calm demeanor in the face of difficult customer situations.
  2. Experience working with a large and diverse team of staff members.
  3. Experience coaching and developing staff members, including engaging with staff on performance.
  4. Adaptability in high-stress or ever-changing environments.

## **ESSENTIAL MENTAL REQUIREMENTS AND COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

- 1. Problem Solving**
  1. Identify and resolve problems in a timely manner.
- 2. Customer Service**
  1. Manage difficult or emotional customer situations.
  2. Respond promptly to customer needs.
  3. Solicit customer feedback to improve service.
  4. Respond to requests for service and assistance.
  5. Communicate respectfully at all times.
- 3. Managing People**
  1. Make self-available to staff.
  2. Delegate and direct duties and assignments tactfully and effectively.
  3. Develop staff's skills and encourage growth.
  4. Provide regular performance feedback.

5. Solicit and applies feedback (internal and external).
  6. Continually work to improve supervisory skills.
- 4. Adaptability**
1. Adapt to changes in the work environment.
  2. Manage competing demands.
  3. Deal with frequent change, delays, and unexpected events.
- 5. Attendance and Punctuality**
1. Consistently report to work and arrive on time.
  2. Ensure work responsibilities are covered when absent.
  3. Arrive at meetings and appointments on time.
- 6. Dependability**
1. Respond to management direction.
  2. Commit to meeting department goals and expectations.
  3. Complete tasks on time or notify appropriate person with an alternate plan.
- 7. Quality**
1. Demonstrate accuracy, thoroughness and attention to detail.
  2. Look for ways to improve and promote quality.
  3. Apply feedback to improve performance.
  4. Monitor own work to ensure quality.
- 8. Quantity**
1. Meet and strive to increase productivity standards.
  2. Complete work in a timely manner.
  3. Work quickly and accurately with a sense of urgency.
- 9. Safety and Security**
1. Use equipment and materials properly.
  2. Protect the safety of self, co-workers, and Co-op patrons at all times.
  3. Report any potentially harmful equipment or situations to a supervisor without delay.
  4. Report safety-related accidents and incidents to a manager immediately.
  5. Follow all safety policies and procedures.
  6. Operate equipment properly and in a safe manner that will not lead to injury of self or others.
  7. Follow all safe food handling and sale of alcohol guidelines as required by local, state, and federal laws.

## **ESSENTIAL PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Frequent Physical Demands**
  1. Stand for extended period of time.

2. Use hands to grasp, handle, and feel.
  3. Reach with hands and arms.
  4. Walk, climb, balance, and stoop, squat and kneel.
  5. Lift and move up to 30 pounds.
  6. Talk and hear.
2. **Occasional Physical Demands**
    1. Lift and move up to 50 pounds.
  3. **Specific Vision Ability**
    1. Close vision, distance vision, peripheral vision, and depth perception.

## **WORK ENVIRONMENT**

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Frequent exposure**
  1. Cold to hot, and wet or humid conditions (weather and non-weather).
  2. Fumes or airborne particles ranging from natural to chemical.
  3. Handling cash and other object that were handled by the public.
  4. Standing on cement floors for extended periods of time.
2. **The noise level in the environment is usually moderate to loud.**

## **IMPORTANT DISCLAIMER NOTICE**

**The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.**

*Rising Tide Co-op provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, national origin, religion, sex, gender, gender expression, pregnancy, childbirth, perceived pregnancy, reproductive health decision making, age, sexual orientation, marital status, mental or physical disability status, medical conditions, military/veteran status, political activities/affiliations, status as a victim of domestic violence, genetic information, or any other characteristics protected by federal, state, or local laws.*