



Yellowknife Direct Charge Cooperative Ltd.

Title: Deli Manager
Department: Deli
Salary: Competitive Salary
Reports to: Assistant General Manager

Summary

The Deli Manager is responsible for coordinating, supervising and directing all aspects of the deli operations, while maintaining a profitable department, high quality products and service levels. The successful candidate is expected to market ideas to promote business; reduce employee turnover; maintain revenue and payroll budgets; and meet budgeted productivity while keeping quality and customer service consistently high.

Job Duties

- Ensure that Store service standards are met.
- Responsible for sales, profits and associates of the Deli Department.
- Responsible for maintaining standards according to the Deli Standard Practice Manual, maximizing sales by providing extraordinary customer service and minimizing shrink through proper utilization of Standard Practices.
- Serve as a role model for customer service and other vital behaviors, and instill this value in all associates.
- Effectively maintain department operating figures, gross profit, shrink, wage percent and supply cost to Store standards.
- Develop and maintain a friendly selling approach to customers by all Deli associates.
- Engage and interact with customers to create a positive shopping experience.
- Ensure that ordering, receiving, preparation, conditioning and display of merchandise is done in accordance with Store policy.
- Ensure that all merchandise is properly rotated at all times. Maintain a clean and sanitary department at all times.
- Develop and maintain a competent, enthusiastic and courteous department through training, supervision, delegation of responsibilities.
- Take inventory of department merchandise as needed and conduct the physical inventory of all products on hand each period.
- Ensure proper maintenance, care and use of all Deli Department equipment and property.
- Provide ongoing performance management training and conduct timely formal performance appraisals for direct reports.
- Performs other duties as required.

Requirements

- High School Diploma, G.E.D. or equivalent
- Post-secondary degree/diploma/certification preferred
- 5 years of management experience
- 5 years of grocery store experience
- Technical skills in all areas of preparation and handling of Deli product in compliance with Store standards to include ingredients, meats, cheeses and other deli items.
- Ability to communicate and direct associates of department in order to achieve expected results.
- Ability to analyze situations, identify problems and implement solutions.
- Ability to weigh, price, label, organize and rotate products, perform job duties as needed and complete necessary paperwork.
- Ability to supervise and train employees, including organizing, prioritizing, and scheduling work assignments.
- Knowledge of cost analysis, fiscal management, and budgeting techniques.
- Strong problem identification and problem resolution skills.

Interested applicants should forward their cover letter and resume to: Human Resources Manager; r.daley@ykcoop.com.

We thank all applicants for their interest but only those selected for an interview will be contacted.