



Market Operations Manager

Summary:

Reporting to the Chief Operating Officer, the Market Operations Manager is in charge of all day-to-day operations of the retail market and provides overall leadership to retail team. The position will support the overall vision and mission of the Company and is responsible for all aspects of daily retail market operations including profitability, cost control, buying, merchandising, labor, regulatory compliance, and special projects as assigned. The Market Operations Manager is responsible for supervision and scheduling of team members and making sure market and all retail areas are fully stocked and clean to ensure maximum sales, effective cost control, and efficient utilization of labor. The position will promote a positive Company image and customer experience by providing courteous, friendly, and efficient service at all times.

Responsibilities and Duties:

- Working with all departments, set and achieve the highest standards of presentation and implementation across all aspects of store operations
- Oversee department managers to ensure proper buying and inventory levels
- Interview, hire, train, and develop Team Members with the goal of building and sustaining a high performance, committed team
- Hire, schedule, manage, evaluate, and supervise performance of department managers and Team Members
- Build and maintain a positive and dynamic work environment of outstanding teamwork, mutual respect, effective and timely communication, and positive morale
- Maximize productivity and efficiency through proper scheduling and analysis of product ordering, transfers, rotation, waste and spoilage
- Set and achieve sales, margin, expense, and labor targets per budget; prepare weekly reports; assign and review reports submitted by subordinates
- Adhere to all applicable labor, safety, health, and sanitation laws and regulations
- Devise and implement a training program designed to build and retain a high-performance team
- Promptly and courteously follow through on all customer questions and requests
- Create a labor plan and schedule to leverage productivity within the needs of the department
- Ensure department orders for equipment, supplies and products are timely and accurate
- Ensure all cases and shelves are kept clean, well-stocked and properly rotated
- Maintain accurate retail pricing and signage
- Work with other managers to develop and maintain creative store layout and product merchandising
- Analyze and control product transfers, waste and spoilage in conjunction with other Team Managers
- Report and address safety violations and hazards immediately; coordinate and follow up with appropriate staff; maintain department security
- Manage inventory to achieve targeted gross profit margin



- Budget and project multi-year capital needs
- Schedule and lead market team meetings; attend department meetings
- Create and assign special project teams (with defined timelines and goals)
- Open/close store and perform team member duties as needed according to established procedures

Knowledge, Skills and Abilities Required:

- Bachelor's degree or equivalent preferred
- Self-motivated and solution-oriented
- Able to meet physical job requirements
- Excellent merchandising skills and keen eye for detail
- Valid, current Serv-Safe certificate preferred (will need to obtain within first four months)
- Strong organizational skills
- Excellent interpersonal, communication, motivational, team building, and leadership skills
- Passion for agriculture and healthy foods
- Available for flexible scheduling to meet the needs of the department
- Proficiency in Word, Excel; ability to understand and fully utilize our POS software
- At least five years' Assistant Team Manager grocery/market experience or equivalent, with demonstrated desire to grow and increase responsibilities

Physical Demands:

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, and will be evaluated by third party testing.

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is frequently required to stand, talk, hear, walk, sit, climb, balance, stoop, kneel, crouch, crawl, twist, look over shoulder while standing or seated, taste, and smell. The employee must frequently lift or move up to 50 pounds and occasionally lift or move up to 100 pounds. Occasionally move up to 2000 lbs short distances using a pallet jack. Specific vision abilities (with corrective lenses (glasses or contacts) if necessary) required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Benefits:

Competitive salary (based on experience); paid holidays, personal time, employee discounts, profit sharing and 401(k) plan, health insurance, dental insurance, group life, and disability insurance.

Please note this job posting is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

