



Front End Supervisor

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Position Overview:

Front End Team Supervisor will play a part in holding a lasting impression for our customer's shopping experience by working closely with the Customer Experience Manager and Associate Team Manager(s) to ensure smooth operation of the Front End Team. You will assist with scheduling, supervision of team members as well as with the day-to-day flow of the department. Additionally you will work on the cash registers and will maintain attractive Customer Service displays and supporting our vision. You will ensure a positive company image by providing courteous, friendly, and efficient customer service to customers and team members.

Responsibilities & Qualifications:

Principle Duties and Responsibilities:

- Assist and support the Customer Experience Manager and other Market Managers with departmental functions.
- Follow through on all customer questions and requests.
- Create a labor schedule to leverage productivity within the needs of the department.
- Ensure department orders for equipment, supplies and products are timely and accurate.
- Maintain accurate retail pricing and signage.
- Oversee sampling of store products to the customers.
- Be aware of new products and their placement.
- Maintain back stock supply areas.
- Know and practice proper lifting techniques and safe use of all tools and equipment.
- Practice proper care and maintenance of all equipment.
- Report safety violations and hazards immediately; maintain department security.
- Communicate with Team Members regarding all department operations.
- Communicate company information to Front End Team Members.
- Participate in sales promotions.
- Perform Team Member duties as required to run the department.
- Maintain correct cash drawer setup funds.
- Exchange cash and change with bookkeepers.
- Schedule Team Member break and lunch periods.
- Process customer returns and credits.
- Authorize check and credit card transactions.
- Make gift card sales to customers.
- Collect payment for purchases and make change.
- Regular attendance is essential.
- Perform other duties as assigned by Customer Experience Manager.

Knowledge, Skills and Abilities Required:

- Must be self-motivated and solution-oriented with strong organizational skills.
- Good communicator and motivator; able to work well with others and convey enthusiasm.
- Stand and walk for extended periods of time up to 4 hours without a break.
- Committed to customer service, training, retail excellence, and food safety with an eye for detail.
- Can train and inspire Team Members to excellence in all aspects of the department.
- Must have a passion for agriculture and healthy foods.
- Is available for flexible scheduling to meet the needs of the front end, including weekends and early evenings.
- Knowledge of basic computer skills.