

## **ASSISTANT STORE MANAGER**

Full Time Position

Mostly mid-day & evenings. Must be able to work weekends, especially Sundays.

**Location:** 672 Centre Street, Jamaica Plain, MA

This assistant management position supports the store manager with the daily operation of our Centre Street Store and remote oversight of our Boylston St store. The position provides service to all members of our community : staff, customers and vendors alike – with direct assistance to the management team.

The Assistant Store Manager will be scheduled at the Centre Street store in mostly mid-day and evening operational shifts to support and oversee the work of department staff, and will be the operating manager, PIC (person in charge) in the absence of the store manager. Additionally, the Assistant Store Manager will receive PIC or managerial shifts as needed, likely 1 or 2 per week

### **LIST OF RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO):**

- Support store operations while assisting the store manager in carrying out goals for the store.
- Oversight of daily operations, including, but not limited to:
  - Cafe and deli foodservice operations
  - Purchasing and receiving
  - Stocking and merchandising
  - Maintenance, cleanliness, and general upkeep of the store
  - Vetting and feedback on store staffing schedules
  - Coordination of inter store transfers
  - Communication to buyers
- Oversight of training and discipline with the ability to train all new hires (supervisors, baristas, deli, floor work and receiving)
- Participation in staff performance evaluation and hiring
- Inventory control
- Cash control
- Generating reports for bookkeeping
- May be required to train &/or cover at our Boylston street store as needed.
- Be a role model on best practices for each department.
- Provide supervisors with best practices, coaching and feedback.
- Show a willingness to improve and receive feedback, as well as being able to provide respectful constructive feedback to others by sharing best practices.
- Communicate problems and discrepancies to the store manager.
- Ensure all customers have a welcoming experience by coaching the team on how to engage with customers in a polite and courteous way, in order to exceed their expectations.
- Promote and maintain a respectful work environment where all employees are treated with respect and dignity.

# **CITY FEED and SUPPLY**

## **SPECIFIC SKILLS REQUIRED:**

- Ability to work any shift as a team member in any department, across store locations, including the café, deli, floor and purchasing – *training to be provided upon hire or promotion*
- Ability to maintain positive outlook at all times and inspire teamwork and positivity in others
- Must be a reliable team player. Your manager and co-workers can depend on you to be on time and accountable, with a positive attitude.
- Direct and clear communication
- Proactive and tenacious approach to problem solving
- Observant. You have the ability to see the little things that make a positive difference in how the store operates.
- Understanding of business performance indicators
- Experience in retail, customer service, grocery and farming, a plus!
- Basic computer skills, including ability to read and build spreadsheets; knowledge of Catapult POS software, a plus
- Respect and understanding of what goes into a small, locally-owned business.
- Respect for owners, managers, supervisors ,co-workers, and customers, as well as the Jamaica Plain community at large.

## **PHYSICAL CAPABILITIES:**

- Ability to stand and walk for long periods of time. You will be on your feet for most of the day moving between stations, and working on the floor.
- Use of hands to reach, grip & perform specific movements.
- Squat, bend, and reach for items below your waist and above your shoulders.
- Ability to push/pull, lift/carry or move up to 40-50 pounds.
- Climbing stairs.

## **HOW MUCH YOU WILL BE EXPECTED TO WORK:**

- 1 year commitment
- 40-45 hours per week, with weekend availability, overtime pay for hours worked over 40.
- On call to the store in case of emergency

## **HOW YOU WILL BE SUPPORTED:**

- Collaboration with management team and owners to maintain effective store operations
- Collaboration with department supervisors to communicate with staff
- Mutually supportive relationship with all staff to troubleshoot problems
- Regular review of performance and challenges with management team and ownership

# **CITY FEED and SUPPLY**

## **HOW THIS POSITION WILL HELP FULFILL THE COMPANY'S OVERALL MISSION AND GOALS:**

We serve the neighborhood some of the best New England has to offer. This position will continue to help build community by welcoming one and all, providing a consistently high level of service, and maintaining a vital public space within the neighborhood.

## **HOW YOUR SUCCESS WILL BE MEASURED:**

- Positive growth trajectory of sales, as compared with prior years and ownership projections
- Development of staff and excellence in service

## **COMPENSATION AND BENEFITS:**

Starting salary of \$23.50 an hour. Potentially more, depending on experience.

\$5 an hour additional pay on weekends and holidays. Time and a half pay for hours worked over 40 per week. Not eligible for tips.

- Standard company vacation and personal days benefit
- Sick Time
- 30% employee discount on everything in the store, excluding beer & wine.

## **EQUAL OPPORTUNITY EMPLOYER**

City Feed and Supply is an equal opportunity employer and embraces diversity in the workplace. We value an open mind, a positive attitude, and a passion for service & teamwork. We hire based on these qualities, a job's requirements, our business needs, and an applicant's qualifications. We do not tolerate discrimination or harassment of any kind in the hiring process or the workplace.

We comply with the ADA and provide reasonable accommodations that allow qualified applicants/employees to perform the essential functions of the job. We also provide reasonable accommodations to applicants/employees to practice their religious beliefs.

**If interested, please send resume and cover letter to [jobs@cityfeedandsupply.com](mailto:jobs@cityfeedandsupply.com)**