

KNAPP HARVEST RETAIL & DELI MANAGER

West Lake Creek Company, LLC

Position Description

2022

Position Title: Knapp Harvest Retail and Deli Manager

Reports To: President and CEO

Direct Reports: Store Retail and Deli Staff

FLSA Status: Exempt

Pay Range: \$65,000.00

Benefits: Health Insurance, PTO & Holidays, 401k

Start Date: 1/15/2023

POSITION SUMMARY:

The Knapp Harvest Retail and Deli Manager will provide excellent customer service and a fun, unique and engaging shopping, and food experience for our customers. The Manager should strive to build a local following of loyal customers by engaging visitors to learn about them and educate them on Knapp Ranch vision and values. The results-driven Manager will be responsible for overall store management, tracking sales and profitability goals, choosing products, maintaining food safety standards and quality in the deli area. The Manager is tasked with the effective management of retail and deli staff, and to maintain a cohesive team in an energetic work environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- The Manager is responsible for recruiting, selecting, and for the orientation and training of all new retail and deli staff.
- Responsible for overseeing all Retail staff daily tasks, including fronting and rotating stock, accepting/processing deliveries, daily settlement and reconciliation of sales and cash, answering phone calls, providing excellent customer service, opening and closing store.
- Responsible for overseeing all Deli staff daily tasks, including basic food preparation, proper food heating/cooling and storage, food quality and rotation, and cleaning.
- Maintains the stability and reputation of the store by complying with legal requirements and licenses; including all local food holding and preparation requirements and maintain a food manager certification.
- Schedule all equipment maintenance as needed.
- Ensures availability of merchandise and services by sourcing product, approving contracts, maintaining inventories, securing merchandise.
- Formulates pricing policies by reviewing sales activities, determining additional needed sales promotion, studying local trends.

- Moves merchandise by studying sales promotions, display plans, and analyzing operating and financial statements for profitability ratios.
- Develop business strategies to raise our customers' pool, expand store traffic and optimize profitability.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective actions.
- Builds customer rapport and create long term Knapp Ranch customers by discovering customer interests and passions as it relates to our company and educate customers on Knapp Ranch history and values.
- Protects employees and customers by providing a safe and clean store environment.
- Collaborates with Marketing and Digital Strategy Manager(s) on marketing strategies which optimize sales, profitability, and customer base.
- Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Creates and provides monthly/yearly reports as required.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Please note this job description 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. Duties may grow into other areas of the business as interest and experience are mutually discovered.

REQUIRED SKILLS AND EXPERIENCE:

- Outstanding interpersonal skills showcased in customer, vendor, and employee relationships.
- Must be honest, conscientious, and courteous
- Perceptive, proactive, accurate, and collaborative
- Excellent verbal and written communication
- Data analysis and results driven
- Salesmanship
- Organizational skills
- Problem-solving skills
- Tracking Budget Expenses
- Pricing and Market Knowledge
- Management Proficiency
- Computer savvy. Must be very skilled in Microsoft applications including Word, Excel, Outlook, as well as Adobe PDFs and Google Docs.
- Familiarity with typical office equipment, computers, printers, etc.

REQUIRED EDUCATION AND EXPERIENCE:

- Experience in management, marketing, public relations, or similar field preferred.
- Minimum of 3 years in retail or retail food management preferred.

PHYSICAL DEMANDS:

- Must be able to lift up to 50 pounds
- Must be able to stand for long periods of time

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. West Lake Creek Company has a no smoking/vaping policy. The employee will have exposure to the following:

- A typical office and retail environment with controlled temperatures
- A small, light duty, kitchen environment with controlled temperatures.
- Loading and unloading merchandise from vehicles.

WORK SCHEDULE:

Typical work schedule is Monday to Friday. This position will sometimes have a varied schedule based on the needs of the West Lake Creek Company and the needs and availability of the employee.

AT-WILL EMPLOYMENT:

Please note that your employment with West Lake Creek Company constitutes “at will” employment. As a result, you are free to resign at any time, for any reason or for no reason. Similarly, West Lake Creek Company is free to terminate its employment relationship with you at any time, with or without cause.

The employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee Signature Date

Print Employee Name