Deli Manager (supermarket)

Job Description:

A Deli Manager plans and directs the day-to-day operations of the store. They develop strategies to improve customer service, drive store sales, increase profitability, create store policies and marketing programs that will increase sales, and grow the existing customer base. They set the tone for the store standards and conditions. They act as the leader for the store employees and report to higher administration. They work with the general supermarket manager to address needs of the company.

Job Responsibilities:

* Manage daily activities of employees to improve sales performance.
* Supervise employees in various duties such as cooking, serving, packaging, and operating counters.
* Manage product storage, maintenance and rotation activities to avoid any damages or spoilages.
* Assist in preparation of inventory and sales budgets.
* Analyze profit and loss statements and recommend improvements to meet department goals.
* Schedule and assign works for associates on daily basis.
* Assist in interviewing, hiring and training associates.
* Provide training to staff on company policies and sales guidelines.
* Respond to queries and complaints from both customer and employee.
* Ensure employees follow company policies and store rules.
* Coordinate with employees to operate the Deli store to achieve sales goals.
* Develop sales promotion programs to attract more customers.
* Ensure that products are properly labeled with prices and dates.
* Monitor and maintain stock inventory levels to avoid over and under stock problems.
* Interact politely with clients while solving problems related to sales, dissatisfied service and issues regarding store operation.
* Operate all food preparation machines and equipment.
* Receive, unload and stock the food items.
* Ensure that facility is maintained neat, clean and safe.
* Work with supermarket manager to address needs of the company.

Job Qualifications:

* Experience as a deli manager
* Associates in business administration, management, or related field preferred

Opportunities as a deli manager are available for applicants without experience in which more than one deli manager is needed in an area such that an experienced deli manager will be present to mentor.

Job Skills Required:

* Knowledge of modern management techniques and best practices
* Ability to meet sales targets and production goals
* Familiarity with industry’s rules and regulations
* Excellent organizational skills
* Excellent customer service skills
* Results driven and customer focused
* Leadership and human resources management skills
* Ability to resolve personnel issues
* Good communication skills
* Team Player
* Computer database and productivity software skills required
* Proven history of successfully training employees in a variety of departments
* Strong understanding of sales and customer service techniques
* Demonstrated ability to maintain and work within a budget