

Job Description



Job Title: Front End Coordinator

Dept: Front End

Accountability: Front End Department Team Leader

Job Summary: Ensure daily operation, maintenance, and security of the front end. Provide supervision and direction to Front End personnel in accordance with La Montanita policies and procedures during FEC shift. Perform opening and closing Front End duties. **Provide regular information to Front End Team Leader about personnel, supervisory, maintenance, security and customer service issues.**

INTERACTIONS

External: Routine contacts with repair and maintenance personnel. Daily interaction with customers, Check Service Company to validate customers' checks, and armored truck service.

Internal: Interaction with Store Manager, DTL, Front End staff, Accounting department and the Computer department. Attend mandatory meetings.

REQUIREMENTS (KSA's)

- One (1) year cashiering experience or the equivalent
- Exceptional customer service skills
- Outstanding problem-solving and interpersonal skills
- Excellent task completion skills
- Ability to monitor/perform/and be accountable for numerous tasks simultaneously
- Professional verbal and/or written communication skills

DUTIES AND RESPONSIBILITIES

Supervisory

- Create department schedule that meets business needs while remaining in line with labor budget.
- Monitor attendance and tardiness compliance in accordance with established policies and procedures.
- Develop and implement the training of cashiers and baggers.
- Communicate to department personnel through department journals and team meetings as needed.
- Attend meetings as requested by Store Manager.
- Provide input on department personnel evaluations and promotion decisions.

Open/Close Procedures

- Follow all opening and closing procedures according to the documents titled "Opening FEC Procedures" and "Closing FEC Procedures".

Customer Service

- Assist customers with product information and special requests.
- Process returns and resolve complaints in accordance with Co-op policies and procedures.
- Be able to explain the many benefits of Co-op membership.
- Utilize professional and courteous telephone etiquette.
- **Advise Store Manager, DTL, Human Resources, and General Manager about membership, customer, and staff personnel issues as they occur.**

Equipment

- Order and maintain records of all front-end supplies, equipment, and equipment maintenance as assigned by Store Manager.
- Ensure the cleanliness and maintenance of fixtures & equipment utilized in the Front End Department, including cash registers, counters, shopping baskets and carts, and displays in the vicinity of the register counters.

Other

- Be responsible for locking and alarming the store as needed.
- Participate in quarterly physical inventories as assigned.
- Assist other departments without compromising your own responsibilities.
- Assign front-end staff to assist other departments when the front is slow, and send front-end staff home when business is slow following established procedures.
- Encourage recycling throughout the store and community.
- Other duties as assigned.

Staff Member Signature

Date