

## Job Description



**Job Title:** Assistant Front End Department Team Leader (ADTL)

**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 (FECs, Info staff and cashiers), in accordance with La Montanita policies and procedures during FEC shift and store hours of operation. Perform opening and closing Front End duties. Provide regular information to Front End Team Leader about personnel, supervisory, maintenance, security and customer service issues. Excellent ability to think “outside the box”. Administrative as duties as signed.

### 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 the Front End staff Accounting department and the Computer department. Attend mandatory meetings. Constant communication to DTL and STL, addressing any concerns/issues that are an opportunity to make improvements to current policies or operational standards.

### 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

- Monitor attendance and tardiness compliance in accordance with established policies and procedures.
- Participate in the hiring, training, evaluation and if necessary the corrective action of all cashiers.
- When needed assist with weekly schedule for cashiers and information desk to meet store sales volume while maintaining

budget standards.

- Provide coverage for lunches and breaks.
- Maintain staff participation monitors and logs.
- Participate in weekly FEC meetings.
- Participate in monthly cashier meetings.
- Maintain department job descriptions to depict current tasks.
- Counsel cashiers on department policies and procedures.
- Strong participation in ongoing staff member training efforts, identifying and correcting problems or concerns with the overall training process.
- Assist DTL with bad debt (NSF Checks) collection efforts.
- Proper completion of and adherence of verifying daily deposit.  
Counsel staff member in violation of balancing procedures, ensuring staff member competence and understanding of balancing procedures.

### **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.

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**Staff Member Signature**

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**Date**