

Saver Group, Inc.
Job Description – FRONT END MANAGER

Reports To: Store Manager

Hourly Position

Note: This document describes the major responsibilities of the Saver Group Front End Manager. Management reserves the right to assign other duties as required to insure efficient store operations.

General Qualifications:

- Customer service orientated and a willingness to deal with people every day.
- Knowledge of the grocery business; 1-2 years experience preferred.
- Ability to create teamwork environment.
- Attention to detail throughout the store (All departments and tobacco outlet.)
- Ability to manage the financial assets of the store.
- Ability to promote teamwork among all employees.

Essential Functions/Job Responsibilities

- Customer Service – Meet customer needs with a smiling face and remember that the customer always comes first. Always make our customers know that they are important and special to us. Handle all customer questions and concerns.
- Financial Responsibilities: (**Note: The Front End Manager is responsible for or may perform these duties in some stores and assists others in some stores.**)
 - ✓ Bank Deposits – Prepare and make deposits per procedure. Process invoices regularly and on a timely basis.
 - ✓ Complete time cards and assist with weekly payroll. (Mondays)
 - ✓ Complete office inventory. (Monthly)
 - ✓ Mail bills for charge accounts on the first day of the month.
 - ✓ Follow up on returned checks as necessary.
 - ✓ On truck days – Complete delivery sheet and credit sheet; email to Central Office and call-in to Save-A-Lot credit department.
 - ✓ Perform all Crew Leader duties as assigned.
 - ✓ Verify Safe and office till three times each day: Opening count, at shift change and closing time.
Assist in Verification of:
 - ✓ All signs and tags in the store to the Save A Lot price book; insure that prices match register rings (Quarterly)
 - ✓ Retail prices on vendor invoices and Save A Lot invoices. Insure that they are listed at Saver Group selling price.
 - ✓ All markdowns being properly recorded.
- Employee Responsibilities:
 - ✓ Two-way communication is the key to a successful Front-End manager.
 - ✓ The Front-End Manager should be involved in the hiring process for cashiers.
 - ✓ Teaching – Continually teach team members how to best do their jobs.

Front End Manager
Effective November, 2010

- ✓ Train (or supervise training) new cashiers and backup front-end managers for your team.
 - ✓ Observe and control both lunch and break times.
 - ✓ Employee complaints – Listen to employees; give unhappy workers an opportunity to be heard. Keep accurate records of these situations.
 - ✓ Work with other managers to create weekly cashier work schedules which support store SPEH goals. Consult as necessary with store manager in constructing schedules.
- Security and Shoplifting
 - ✓ Security – Insure that back doors are locked and security cameras are in proper working order. Allow only management or crew leaders to check in vendors.
 - ✓ Shoplifting – Create environment in which employees will report all potential shoplifters to you and follow proper procedures.
 - Central Office Support
 - ✓ Staff – Use support staff to assist with any questions or problems.
 - ✓ Policies and Procedures – Insure staff awareness of all policies and procedures implemented by the Central Office and comply with these guidelines.

Environmental Conditions/Physical Requirements:

- ✓ Lift boxes and equipment up to 75 lbs.
- ✓ May be required to be on one's feet for extended periods of time.
- ✓ Exposure to poor weather conditions.
- ✓ May be asked to stock shelves on the sales floor.

Acknowledgement:

I have read and understand the description of the Front End Manager position within Saver Group, Inc. I understand that the essential functions/responsibilities must be performed on a regular basis unless otherwise stated by the Manager or Assistant Manager. Management may assign other duties as needed for efficient store operations. I am able and agree to perform the essential functions/responsibilities as outlined in the description.

Signature, Applicant/Employee Date

Witness Saver Group, Inc.