

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. Complete deposit sheets daily and email to the Central Office. (Mondays)
 - ✓ Process invoices regularly and on a timely basis.
 - ✓ Complete time cards and assist with weekly payroll. (Mondays)
 - ✓ Complete department sales and rebate forms. (Mondays)
 - ✓ Collect and ring up Pepsi machine monies daily as applicable.
 - ✓ Complete office inventory. (Monthly)
 - ✓ Mail bills for charge accounts on the first day of the month.
 - ✓ Call customers who have returned checks. Send out letters and follow up on cold checks as per policy.
 - ✓ Count the cash drawer daily.
 - ✓ Count cashier bags, post the count to the cashier sheet and email to Central Office daily.
 - ✓ Complete corresponding day on the cash summary sheet and total on Monday; email to office.
 - ✓ 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 office till three times each day: Opening count, at shift change and closing time.

Front End Manager
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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.
- ✓ 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.

Signed

Date

Witness

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Acknowledgement of Confidentiality Provision:

I understand that Saver Group, Inc. has agreed to protect the confidentiality of all confidential, proprietary or trade secret information concerning the Save-A-Lot Program. As an employee of Saver Group, I agree not to disclose any confidential, proprietary information or trade secret information with respect to the Save-A-Lot program to any third party. Confidential information may include, without limitation, procedures, operations and data used in the Program, know how, practices, methods of promotion, advertising and production, pricing and product information, forms, layout/design information, manuals, computer software and other technical information.

Signature, Applicant/Employee

Date

Witness, Saver Group, Inc.