

Grocery Operations Leader

Grocery Department

Woodstock Farmers' Market is a \$8 million a year fresh market that sells a wide variety of great food. We are a member of the Good Food Merchants Collaborative (one of only 20 retailers around the country), the Specialty Food Association, the Vermont Fresh Network, Woodstock Chamber of Commerce, Vermont Cheese Council and sundry other organizations.

The Grocery Department, which handles Bread, Dairy, Frozen, Refer, Grocery and Wine, is one of the largest departments at WFM, grossing well over \$2 million/year. It is comprised of specialty items shipped directly to us from small vendors from across the country as well as items purchased from larger distributors—and everything in between. Our staff includes receivers, stockers, bulkers, buyers and merchandisers. We rely heavily on our ECRS inventory management system and work very closely with our Cashiering Department in regard to giving our customers amazing service 24/7.

We are a store with a strong mission, clear guiding principles, a 10-year vision. We set annual goals. We stress love, respect and trust as a foundation and add a great workplace, responsible sourcing of products, getting involved in our community and responsible finance (open book) as keys to our success. Other key components of our business perspective include focusing on outstanding service, superior training, making and selling amazing, authentic and short channel foods as well as having fun marketing and merchandising all the things we do.

Grocery Mission:

To provide our customers with a great selection of quality, delicious, interesting, authentic products that we feel great about and that are sourced responsibly. We focus our energies and support foods made by artisan producers. We also strive to offer these products at the best price that we can, to promote customer education through extensive sampling and informative signs and to provide consistently cheerful, helpful service that allows our guests to leave happy and satisfied every time they shop.

Specific Duties:

A G.O.L helps maintain our mission through engagement at all levels of the buying process: keeping an eye on pricing and promotions; looking out for new and exciting products; forging relationships with vendors; actively planning and communicating with the leadership group and other department leaders and planners; and executing game plans with the rest of the team of stockers/receivers/buyers while motivating and mentoring the team.

- Attending food shows.
- Placing orders with wholesalers, distributors and smaller direct manufacturers/food artisans.
- Generating purchase orders.
- Pricing new products accurately in ECRS data system. Making appropriate signage.
- Changing prices of current items in ECRS data system. Making appropriate signage change.
- Running Sales/Item Movement reports in ECRS data system.
- Handling credits from deliveries, making sure all credits are accounted for.
- Daily and weekly task setting: merchandising/receiving/stocking.
- Staff scheduling.
- Executing great signage with Marketing Dept.
- Planning specific campaigns weeks and months ahead for in-store and calendar promotions often with planning group and Leadership team.
- Servicing guests by naturally suggesting products to customers as they weave their way around the marketing.
- Setting up demos/events with vendors.
- Attending weekly Leadership meetings.
- Helping to set annual vision/goals/budgeting for department
- Reports to Grocery Director—a WFM staff owner.

Our Needs/Qualifications:

Must have outstanding planning, communication and organizational skills as well as a great eye for display. Must possess an excellent grasp of finance, costing, and pricing. This position requires motivating others and directing people.

- Experience: Several years buying experience in a retail food environment. Several years' experience merchandising/receiving/stocking.
- Outstanding Math/Computer Skills: Must work with Excel spreadsheets and as well as have some background using a main inventory computer/register system. Ideally this person would have experience with our ECRS inventory system.
- Heavy Lifting and Good Physical Stamina: 40 lb or more is required. Physical stamina is expected with much bending, lifting and walking during the entire work shift.
- Love of Service: Actively looking for ways to help people and enjoying it. Frequent sales occur during daily floor time and our customers love suggestions and new product ideas.
- Excellent Day Planning and Long-Range Planning Skills: Our Grocery Team plans out months in advance and great planning and organizational skills are necessary. Understanding the daily and weekly prep lists and the prioritization of tasks is critical too, as is communicating this to a team.
- Outstanding Organization and Communication Skills: He/she must prioritize projects and keep them moving forward while communicating this to a team of people. Must understand how to be an effective scheduler of staff. Must maintain supplies for department
- Being Graceful in Difficult Situations: Having a personality that can naturally handle tough news and is able to turn a difficult encounter into a win for the Market.
- Experience managing a team of people: Scheduling, teamwork, daily, weekly, monthly goals, projects etc.

Time Commitment: This is a full-time job. We estimate about 40-45 hours/week. At least one weekend day is required. Holidays and summer time are our busiest times and require planning and commitment. Early morning (6:30 AM) shifts and early evening shifts (till 8 pm) are required but most hours will be middle of the day shifts—8-4, 9-5, 10-6. Our store hours are 7:30-7, Tuesday through Sunday. We are closed Mondays.

Education: At least 5 years work experience within the food industry or retail is required. High School or GED degree is necessary. Ideally, experience purchasing foods or perishables is preferred.

Compensation/Hiring Guide: \$40,000 - \$45,000+/- depending on qualifications and experience. Simple IRA, Health Insurance, short term disability, 30% staff discount, earned time off. We operate with Open Book Financials and we have an annual gain share where we share a portion of the net operating profit with staff.