**ASSISTANT MANAGER (Part Time)**

**Job Procedure**

1. **Open and Close Store**. When the Assistant Manager is scheduled to open and/or close the store, he will follow the Manager Opening Duties and Manager Closing Duties. These duties are posted in the office. (A Checklist can be found in “Cades Market Folder/ Policies and Procedures/Manager Opening Duties” and “Cades Market Folder/Policies and Procedures/Manager Closing Duties”.)
2. **Management Duties**. The Assistant Manager is a leader and will lead through proper delegation and enforcement of policies and procedures.

- **Discipline and Terminate Employees.** Discipline, and terminate employees. Progressive discipline should be followed unless the violation is so severe it warrants immediate termination. Progressive discipline involves a verbal warning, following by a written warning, then termination. Verbal warnings should be documented to include name, date, time and matter discussed. Written warnings must be signed by the employee. (The Written Warning Disciplinary Report can be found in “Cade’s Market Folder/Employees/Written Warning Disciplinary Report”.) Employees can be terminated after consultation with the Assistant Manager.

**- Increase Sales.** Make announcements on telephone system every 30 minutes during peak (busy) times; weekdays between 4:00-5:30 pm and weekends between 10:00-11:30 am and 4:00-5:30 pm

- **Decrease Expenses.** Watch cashiers for over usage of plastic bags. When disposing of trash consolidate trash to minimize use of trash bags. Do not discard the entire bag of fruits or vegetables, when only one or a few are bad. Prevent waste. Prevent damages. Regulate thermostat. Employees not needed, send them home.

**- Theft**. Keep an eye on the cameras and walk the store for the possibility of theft by employees, customers, visitors, and vendors. Employees must have receipts for items consumed on the premises.

- **Customer Service**. Be courteous and friendly to customers and encourage employees to do the same. Thank customers using their name, if known. Provide exceptional customer service. Handle customer complaints. Remember the motto of Cade’s Market; “Quality and Service You Deserve!”

- **Safety**. Pick up all items that do not belong on the floor. Use “wet floor” warning sign so as to avoid slip-and-fall hazards. Take immediate action when an unsafe hazard is identified. (i.e. loose molding sharp protruding objects).

1. **Manager Approval.** The cashiers must verify the customer’s phone number and driver’s license number. If the phone number or driver’s license number is not pre-printed, the cashier must write it on the check. It must not be hand-written by the customer. All of the following must be approved by a manager:

- checks made for more than $25 over purchase amount

- checks made for more than $150

- out-of-town checks

- two-party checks (A two-party check is any check that is not for the person who is actually present to

cash the check.)

- payroll checks (Cade’s Market payroll checks can be cashed by a co-worker.)

- voids

- refunds

Under no circumstances will the manager cash checks over $1,000 per customer per day. A manager

should only approve cashing a check if they know the customer personally, otherwise, the manager will

be responsible for cashing a bad check.

1. **Order/Obtain Products.** The Manager or Assistant Manager is responsible for ordering the following

sections on Wednesday and Saturday:

* Dairy
* Grocery
* Back kitchen supplies
* Rotisserie chickens
* Warehouse supplies
* Bakery supplies
* Frozen and frozen bakery items (if the Frozen Department cannot get to it due to scheduling purposes)

1. **LED Sign**. Every Wednesday, the Assistant Manager will utilize the LED Sign outside to announce sale items and new products. This sign is a free way to advertise and market to increase sales. Make each post count. Instructions can be found in “Cade’s Market Folder/Policies and Procedures/Job Procedures/LED Sign Instructions”.

6. **Returns and Damages.** The Assistant Manager will be responsible for properly packaging and sending back damages and returns for credit.

1. **Block-down and Front Products.** The Assistant Manager will make sure that employees are constantly blocking down and fronting products for a consistent look to enhance the customer experience.
2. **Stocking.** On truck days (Tuesday and Friday), the Assistant Manager will assist in stocking shelves, while supervising the Stock Clerks.
3. **Made-to Eat Items.** The Assistant Manager will make sure that these made-to-eat items are always available: Beef Jerky, Chicken Salad, Steak Sauce.
4. **Rotation Program**. To minimize product loss, identify different sections to confirm that dates on products are not out-of-date. If products are close dated, pull them and reduce prices for a quick sale.
5. **Cleanliness.** Cleanliness is everyone’s job, but The Assistant Manager will oversee the overall cleanliness of the front of the sore, the Bakery area, the warehouse, and the parking lot. The windows and doors entering the store will be cleaned every day. This includes door moldings and ledges. The windows at the front of the store will be cleaned weekly. Make sure the cashiers vacuum the carpet in front of the store. Make sure cashiers/stockers are cleaning dusty shelves. Trash will be picked up in the parking lot, behind trashcans, and the grassy area adjacent to the store. The coke machines outside will be cleaned, as needed. Clean and organize any problem areas in warehouse, as needed.
6. **Cashier Settlement, Cashier Loan, Cashier Pickup, and Settle the Office (Safe Balance).** The Assistant Manager will perform these tasks daily by following the instructions that can be found in “Cade’s    Market Folder/Policies and Procedures/Job Procedures/Back Office (RORC) Instructions”.
7. **Restart a Lane**. The instructions to Restart a Lane can be found in the binder titled “RORCC System Instructions”.
8. **Remove All Money from Coke/Pepsi Vending Machines.** The Assistant Manager will perform this task every Sunday. The money will be taken out of both machines and the machines need to be checked for product. If the machines are low on product, the Assistant Manager will have a Stock Clerk fill it.
9. **20 oz Drink coolers.** The Assistant Manager is responsible for keeping the 20 oz drink coolers filled (4 coolers near the cash registers). This should be done daily. The Assistant Manager will have either a Cashier or Stock Clerk fill them.