



Title	Store Operations Manager
Department	Admin.
Manager	General Manager
FLSA Status	Exempt
Pay Level	VI
Author/Revision Date	WW, SN/8.29.2019

Job Description

Purpose of Position

The Store Operations Manager supports Oryana by providing oversight of all aspects of daily store operations so that an exceptional customer experience is provided. The Store Operations Manager also works to achieve the goals, objectives and standards in alignment with the co-op's mission and supports the goals and strategies of the GM.

Essential Functions of all Oryana Positions

- Provides exceptional customer service to internal & external customers, both in person & via phone:
 - Responds promptly and honestly to customer inquiries.
 - Greets customers with a smile and friendly demeanor.
 - Communicates respectfully.
- Wears any Oryana required uniform (nametag, apron, chef coat, etc.) so as to be easily identifiable to customers and able to work safely (hair covering, closed toed shoes, etc.)
- Asks for help from co-workers and provides help to customers and co-workers as needed.
- Works efficiently and safely.
- Takes initiative and works as a part of a team.
- Approaches work with a positive attitude.
- Collaborates with others to find solutions and accepts solutions once determined.
- Continues to learn and develop knowledge as it relates to the position, co-op, and industry.
- Demonstrates regular and dependable attendance.
- Follows department procedures and SOPs.

Essential Functions of all Oryana Leadership Team positions:

- Maintains an awareness of Oryana as an entire organization and collaborates with others on how individual changes/operations within a department can affect the rest of the organization.
- Models exceptional customer service to internal & external customers, both in person & via phone.
- Assists in the creation and development of departmental targets. Manages department to meet departmental and store-wide goals.
- Maintains working knowledge of reports and metrics.
- Relays information to and from the Leadership Team concerning operations. Ensures use of departmental communication tools to communicate other topics staff need to know in accordance with Oryana's Communications SOP.
- Ensures the smooth operation of department functions.

- Upholds Oryana’s Leadership Qualities, Code of Conduct, Expectations of Staff, and Values.
- Manages department staff, either personally or through delegating responsibilities listed below as needed:
 - Administers employee policies to maintain consistency throughout the department and store.
 - Ensures, encourages, and provides staff training and/or training opportunities as it relates to the position, co-op, and industry.
 - Ensures timecard approval for payroll and the creation of staff schedules in accordance with established timeframes.
 - Participates in hiring process for department staff.
 - Conducts performance evaluations and pay increases, addresses complaints, and resolves problems with staff in a timely manner.
 - Conducts performance improvement meetings and follows up with staff as necessary.
 - Ensures staff work in a safe manner.

Essential Functions of Store Operations Manager Position

- Participates in development of annual operating, capital and cash budgets for store.
- Sets goals for department sales, margin, inventory turns and labor with the General Manager.
- Monitors deviations from store operating budget with the General Manager, ensures appropriate response, and reports to the General Manager on actions taken.
- Reviews department financial performance reports with department managers, helps them plan corrective actions as needed, and keeps the General Manager apprised.
- Assists the managers in preparation of monitoring reports for the team and the GM.
- Prepares store monitoring reports for the team and the GM and collaborates with the Finance Manager as needed.
- Reviews and approves capital expenditures within budget of \$500.00.
- Ensures proper staffing coverage, within budget, is maintained in the store.
- Ensures equipment and facility is properly maintained and that the store is neat, clean, and safe.
- Ensures proper forklift and material handling by appropriate staff.
- Ensures security of customers, staff, building and inventory.
- Oversees repair and maintenance projects as assigned by the GM.
- Troubleshoots problems with garbage, recycling, pest control, and other service providers.
- Supports quarterly inventory counts.
- Coordinates preparation for organic handler recertification and maintains organic handling standards on an ongoing basis.
- Ensures required collaboration and engagement with NCG and others as required to support Oryana’s operations.
- Collaborates with department managers, Marketing & Communications Manager and Visual Merchandiser to ensure implementation of in-store merchandising plan, including signage creation according to storewide signage standards and endcap/case stack use.
- Participates and keeps informed of Oryana Marketing/Merchandising plans, themes, and promotions and events by attending and participating in Marketing Matters meetings.

This job description is a general description of job functions. It is not intended to describe all duties someone in this position may perform. All employees of Oryana are expected to perform tasks as assigned by leadership, regardless of job title or routine job duties. Oryana reserves the right to revise this job description at any time and to require employee to perform other tasks as circumstances or conditions of its business operations or work environment change.

- Understands Oryana Pricing Philosophies and implements per the intent in conjunction with department managers.
- Coordinates efforts to evaluate and identify customer service needs.
- Develops and maintains a system that directs customers to appropriate staff for assistance.
- Effectively manages through clear, direct, and respectful communications.
- Communicates operational and performance issues to the GM.
- Models supportive and participatory leadership promoting the concepts of teambuilding and empowerment.
- Models and holds self and others accountable to the Oryana Leadership Qualities, Expectations, and Values.
- Models the principles associated with a model workplace.
- Other duties may be assigned.

Additional Functions of Store Operations Manager Position

- Supports the store by driving the forklift as needed.

Essential Knowledge, Skills and Abilities

- Proficient computer skills, primarily MS Excel, to create formulas and use margin/metric tools.
- Prior management experience.
- Working knowledge of retail operations.
- Proven ability to develop and implement budgets, understand and analyze financial statements, and use financial statements to analyze operations.
- Ability and willingness to work some weekends and/or evening hours.
- Ability and willingness to reasonably respond to after-hours emergencies.

Preferred Knowledge, Skills and Abilities

- Understanding of CoCoFist, CoMetrics, and other financial and operational tools.
- Understanding of and familiarity with NCG programs, structure and purpose.
- Familiarity with Oryana product offerings.

Physical Demands and Work Environment

- Ability to regularly move/transport up to 25 lbs., and occasionally up to 50 lbs.
- Ability to move in between different areas of the building, including stairs and ladders.
- Ability to position self to reach shelves and place/adjust items at levels from the floor to above the head.
- Ability to observe customer/co-worker needs; product defects/irregularities; and potential hazards.
- Ability to recognize and distinguish barcodes and/or dates on product packaging.
- Ability to operate equipment including a phone system, computer, and box cutters.
- Ability to communicate and exchange information, including the ability to collect/record information.
- Regular exposure to common food allergens.
- Regular exposure to cold conditions, including coolers and freezers.

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