

RETAIL MANAGER

JOB DESCRIPTION



Department: Services
Team: Retail
Position Level: Manager
Position Status: Full time exempt

ABOUT NO MORE EMPTY POTS

No More Empty Pots (NMEP) is a grassroots non-profit corporation that connects individuals and groups to improve self-sufficiency, regional food security and economic resilience of urban and rural communities through advocacy and action. No More Empty Pots' vision is to support communities in becoming self-sufficient and food secure through collaboration and adhering to core values of education, stewardship, and sustainability.

NMEP CORE VALUES

- Dedicated
- People-Centered/Trustworthy
- Solution Focused
- Arable-Adaptable
- Forward Thinking
- Innovative

No More Empty Pots follows an accountability model where all candidates for NMEP positions are evaluated on “get it,” “want it,” “capacity to do it,” and alignment with organizational core values. All candidates must have the ability to:

- Engage in effective communication
- Accept challenges
- Prioritize tasks
- Use critical thinking skills to solve problems
- Be rooted in their “Why”
- Work independently and in team settings
- Work with a growth mindset
- Be detail oriented and deadline driven
- Display commitment to NMEP' mission
- Be dedicated to reducing structural inequities
- Prioritize people and relationships
- Maintain high standards of program delivery and customer service
- Be self-starting with confidence to ask questions or ask for help
- Have ownership of job accountabilities

POSITION DESCRIPTION

No More Empty Pots seeks a people-oriented manager with strong operations, sales, administrative skills and food service experience to join the team. The job entails oversight of all food retail operations happening at the Greenhouse and Food Hub locations as well as in the community. This position serves as the team lead and is responsible for day-to-day support of people, programs and operations.

REPORTS TO

Director of Services

SEAT TYPE: IMPLEMENTER

This seat puts the strategies, decisions, plans and/or agreements as set forth by the Director of Services into effect.

TOP 5 ACCOUNTABILITIES

1. **Leadership + Management = Accountability:** Ensure team members have clear roles, expectations, and tools to do the job. Provide feedback and development opportunities to hold each person accountable while supporting their growth.
2. **Design and implement programming** that meets profitability goals while supporting grant deliverables for subsidized customers.
3. **Develop, document and implement standard operating procedures** in alignment with city/state regulations for food sales and food service.
4. **Oversee day-to-day operations** of key program areas ensuring efficiency and high-quality customer service within budget.
5. **Cross-collaborate** with Services Department managers and team members to support the execution of bigger picture initiatives set forth by the Director of Services.

55% PROGRAM MANAGEMENT

Oversee NMEP's core retail food operations to include the following:

- **Community Harvest** - Through Community Harvest, participants subscribe to the ongoing pick-up or delivery service of Community Supported Agriculture (CSA) produce boxes and plant-based prepared meals—procured and prepared in-house.

- **Micro Market** - A 400 square foot grocery store featuring local products from farmers, producers and entrepreneurs. The store provides another point of food access and equity with the ability to utilize SNAP/EBT and Double Up Food Bucks for payment so food is more affordable.
- **Cups Cafe** - Cups Café serves specialty coffee, local and seasonal food, and has a meeting space available by reservation. It is a neighborhood cafe committed to helping the community become self-sufficient and food secure. This space has not been active since 2019.

Programming & Cross-Team Collaboration

- Manage and expand programming in coordination with other teams and departments to ensure maximum use and efficiency of retail spaces.
- Coordinate, develop and execute special events and engagement opportunities in retail spaces and off-site in the community.

Merchandising

- Design merchandising procedures and direct overall vision for the presentation of spaces focusing on the user experience that incorporates education on food systems and food access.
- Work with the Director of Services to stay on top of trends and forecasts within the respective industries to inform decisions.

Marketing & Promotions

- Develop and implement discounts, promotions and specials within budget to move inventory where needed and increase customer acquisition and retention.
- Incorporate cross-promotion of NMEP programs and services to maximize customer touch points.
- Coordinate with the Communications and Engagement Manager to create promotional materials, social media and other marketing collateral in a timely manner to ensure maximum exposure.
- Alongside team members, take photos and videos of products, people, spaces and events to contribute to the overall marketing strategy of retail programs.

Pricing

- Collaborate with the Value Chain Manager and Director of Services to appropriately price products and services to ensure program growth while providing equitable access for all customer segments.

Food Access

- Leverage food access programs such as SNAP/EBT, Double Up Food Bucks, WIC, food cards and other to provide quality products to those utilizing non-cash resources.
- Support the Director of Services and other leadership staff in advocating for food access and equity.

Product & Inventory Management

- Work with the Value Chain Manager and Entrepreneur Manager to secure products for retail programs that include local producers/farmers and entrepreneurs.
- Guide teams in maintaining and reporting inventory, ensuring purchasing, distribution and redistribution of product is documented and happens in a timely manner.

Waste Management

- Ensure all team members are following organizational zero-waste procedures and policies.
- Maintain a waste log and work with the Value Chain Manager and Director of Services to identify solutions to reduce waste.
- Communicate with the Value Chain Manager when there is excess product that could be re-allocated for donation.

Space Management

- Ensure all spaces are well maintained, cleaned on a daily basis and meet all requirements by the Health Department. Spaces include the Micro Market at the NMEP Greenhouse, Cups Cafe at the Food Hub and food production/storage spaces within the scope of retail use.
- Make sure team members have resources needed to keep spaces cleaned and organized.
- Do regular walk-throughs of spaces to ensure cleanliness and address any issues with equipment and supplies as they come up.

Processes & Standard Operating Procedures

- Work with the Director of Services to develop and implement processes and standard operating procedures for all retail spaces and retail programs.
- Ensure all processes and procedures are documented, trained on and accessible to all staff.
- Work with the Director of Services and the Director of Operations to make sure retail programming adheres to all code and regulatory requirements.

30% PEOPLE MANAGEMENT

- Leadership + Management = Accountability: Ensure team members have clear roles, expectations, and tools to do the job. Provide feedback and development opportunities to hold each person accountable while supporting their growth.
- Develop, document and communicate schedules for all Community Harvest, Micro Market and Cafe Staff. This includes day-to-day scheduling as well as events.
- Collaborate with other Services Department managers to coordinate schedules for drivers and delivery needs.
- Lead weekly meetings including the Retail Team meeting and 1:1's with individual staff.
- Seek out development and training opportunities for team members.
- Conduct quarterly and annual reviews with team members to include goal setting (rocks).
- Work with NMEP staff members to host or organize any programming in the cafe or market
- Fill in for gaps in any roles within Community Harvest, the Micro Market or the Cafe if staff as needed including regular shifts and/or events.
- Conduct performance conversations with staff to ensure goals are being met. Leverage the Director of Services, HR and President/CEO as needed with escalated issues.

15% DATA, FINANCIAL & ADMINISTRATIVE

- Review weekly sales data, submitting monthly program data, and using data to make operational decisions about cafe operations and programming
- Work with the Director of Services to determine financial priorities and goals. Create processes and programming that support the defined priorities and goals.
- Engage in cash handling at Point of Sale as well as preparing and reviewing deposits and tip-logs.
- Support on-time payment of vendors and partners.
- Ensure product and service price points are mission aligned to serve all populations.
- Coordinate submission of financial reporting for funded programs including but not limited to; SNAP/EBT, Double Up Food Bucks and WIC.
- Manage and submit financial documents in compliance with company policy including receipts, requisitions, invoices, and other sensitive documents.
- Attend supervision, team and all staff meetings as directed by the Director of Services.
- Respond to email and all communications in a timely manner in accordance with NMEP communications policies.
- Support data reporting as assigned.
- Attend professional development training/workshops.

OTHER DUTIES AS ASSIGNED

- Other duties as assigned

REQUIRED SKILLS, QUALITIES, AND EXPERIENCE

- 2+ years experience working in food/beverage, hospitality industry and/or retail management
- 1 year management experience including training staff, leading team meetings, planning programming, managing a budget, and making data-driven decisions
- Strong interpersonal skills and customer service experience including communicating with a wide variety of people and problem solving customer service and product quality issues
- Superior attention to detail
- Proficient math skills in measuring, weighing, and counting and converting
- Experience with quality management/quality control processes
- Proficiency in Google Suite and Microsoft Office including Excel
- Experience and skill with cash handling and using a Point of Sale (POS) system
- Experience and skill to design programming and/or build businesses
- Experience managing sensitive financial and HR documents
- Complete ServSafe certification within 30 days of hire

PREFERRED SKILLS, QUALITIES, AND EXPERIENCE

- Social media content and management skills including Instagram, Facebook, and food photography and content writing
- Experience in process improvement practices
- Experience and skill to provide orientation or professional development-type training
- Experience researching and following trends to make recommendations and informed decisions
- Conversational Spanish fluency

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Able to stand or remain in a stationary position behind a counter for up to 8 hours at a time
- Constantly move about the retail spaces and other off-site locations
- Able to lift up to 50 pounds utilizing appropriate support equipment like carts, dollies and pallet jacks
- Frequently positions self to reach products stored on high shelves or under a counter
- Frequently works in indoor conditions
- This person frequently communicates with staff, students, volunteers, vendors, guests to the cafe, and others about cafe and organizational operations, policies, and products. Must be able to communicate and exchange accurate and relevant information in these situations.
- Must be able to discern between acceptable and unacceptable product and cleanliness standards in a food service setting

ADDITIONAL JOB DETAILS

- **Compensation:** Commensurate with experience, \$55,000 - \$65,000 annual salary, eligible for benefits
- **Hours per week:** Full time, Exempt, 40 hours per week
- **Reports to:** Director of Services

TO APPLY

To be considered for this position, please submit a resume and cover letter to No More Empty Pots at jobs@nmepomaha.org. Be sure to include why this position with No More Empty Pots is a good fit for you.

Black, Indigenous, Latinx and any people of color, LGBTQ+ identities and anyone with marginalized identities are strongly encouraged to apply.

No More Empty Pots does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.