

## **The Wellfleet Marketplace**

### **Job Description**

#### **Assistant Store Manager**

#### **About Us**

We are an independent, award-winning, locally owned, and operated general store in the heart of Wellfleet, Massachusetts. We feature specialty groceries, fresh produce, a cut-to-order deli, and a full-service meat department. Each day we prepare hot foods and sandwiches, delicious baked goods, and locally produced Beanstock coffee. You will also find a large selection of wines, craft beers, & spirits, entertaining games, beautiful gifts, and one of the Cape's best collections of books! We are proud to be a welcoming, reliable, and proactive team that strives to deliver outstanding, personalized customer service every day. If you would like to be part of a top-notch organization beloved by the community and have the relevant experience for the role described below, apply today!

#### **Brief Description**

We are looking for a full-time, year-round Assistant Store Manager to work closely with the Store Manager to learn and support the business, team, systems, and customer needs and ensure the day-to-day operations run smoothly. We offer a friendly working environment, excellent benefits, and competitive pay.

#### **Responsibilities**

- Make sure customers feel welcome and needs are met, and complaints are resolved
- Coach staff and serve as a role model for providing outstanding customer service
- Oversee quality control, guest experience, and customer service
- Maintains high company standards for product presentation and store appearance
- Assist the store manager in meeting sales goals and train staff on driving sales through exceptional customer service and product knowledge
- Follow procedures to open and close the store, with utmost attention paid to security
- Assist with buying, pricing, restocking, receiving, and managing inventory and waste
- Keep daily reports of store sales, damages, deposit log, scheduling, employee discounts, and new hire paperwork
- Merchandise, making sure shelves are clean, neat and well-stocked
- Supervise compliance with policies and procedures, reporting concerns to store manager
- Work register and provide other sales support during peak times of day and in the face of scheduling conflicts
- Assist with promotions, advertising, and other marketing efforts, as needed
- Follow COVID-specific procedures such as masking, cleaning, and social distancing.

#### **Requirements**

- 3-5 years of grocery experience, including point of sale systems, ordering, pricing, and maintaining inventory software systems
- High School diploma +
- Experience with Word and Excel
- Passion for food, beverages, and the Wellfleet community
- Skilled at providing exceptional customer service
- Receptive to direction and coaching to achieve the high level of professionalism required
- Proactive, enthusiastic, and driven to take ownership and make the store the best it can be
- Enjoy working in a fast-paced environment and maintaining a pleasant disposition

- Unafraid of hard work, heavy lifting at times, and long days on one's feet
- Detailed-oriented, organized, and vigilant about keeping product and workspaces tidy
- Effective communicator with excellent time and task management

**Special Considerations**

- This position is a full-time 40hr/wk, paid hourly
- Shifts are roughly eight-hours; must be able to work holidays and weekends
- Compensation is hourly, with potential for over-time and a year-end bonus for exceptional performance

**To Apply**

Wellfleet Marketplace welcomes applications from individuals of all backgrounds. Please email your cover letter and resume to [manager@wellfleetmarket.com](mailto:manager@wellfleetmarket.com).