



Manager Job Description

Position Title: Manager

Reports To: Store Owner

Employment Type: [Full-time / Part-time]

Position Summary:

The Manager at Natural Foods Plus is responsible for overseeing all aspects of store operations, ensuring excellence in customer service, team leadership, financial performance, and vendor relations. This role requires strategic thinking, strong operational skills, and a passion for health and wellness. The Manager serves as a brand ambassador, guiding the store toward growth, profitability, and consistency in brand standards while creating a welcoming and customer-focused environment.

Key Responsibilities:

- Leadership & Team Development: Lead, hire, train, coach, and motivate staff, fostering a positive and high-performance culture.
- Store Operations Oversight: Ensure smooth daily operations, including opening/closing, scheduling, and workflow efficiency.
- Financial Management: Oversee daily deposits, financial reporting, profit and loss (P&L;) tracking, and cost-control measures.
- Sales & Performance Goals: Drive sales growth, monitor KPIs, and implement strategies to achieve performance targets.
- POS & Technology: Manage POS system functions, train staff, resolve issues, and ensure accurate transaction processing.
- Inventory & Purchasing: Direct inventory management, monitor stock levels, oversee ordering, vendor coordination, and product freshness.
- Vendor & Community Relations: Maintain strong vendor partnerships, negotiate favorable terms, and represent Natural Foods Plus in the local community.
- Juice Bar Operations: Ensure quality and consistency of juice bar offerings while maintaining health and safety standards.
- Marketing & Promotions: Collaborate on promotional campaigns, in-store events, and social media consistency to drive customer engagement and sales.

- Compliance & Standards: Ensure all health, safety, and operational standards are met and maintained.

Qualifications:

- Proven experience in retail or food service management required.
- Experience in hiring, team building, and staff development.
- Strong understanding of financial processes and retail operations.
- Exceptional leadership, organizational, and decision-making skills.
- Ability to set and achieve sales goals and performance metrics.
- Strong interpersonal and communication abilities.
- Commitment to health, wellness, and customer service excellence.

Education:

- High school diploma or GED required.
- Associate's or Bachelor's degree in business management, retail, or a related field preferred.
- Equivalent combination of education and relevant work experience may be considered.

Physical Requirements:

- Ability to stand and walk for extended periods.
- Ability to lift up to [e.g., 30 lbs] as needed.
- Ability to work in a fast-paced environment and adapt to changing priorities.

Natural Foods Plus is an equal opportunity employer committed to building a diverse and inclusive workplace.