

# FOOD HUB SITE MANAGER JOB DESCRIPTION



**Meiser's Fresh Grocery & Deli** is proud to be a sustainable, trustworthy, diverse Lower Price Hill neighbor-led social enterprise that 1. Offers free and affordable fresh products based on community demand; 2. Brings money into Lower Price Hill through jobs and supporting entrepreneurship; and 3. Connects people through a friendly, inclusive atmosphere and community activities.



**Your Store of the Queen City** is the 501c3 nonprofit organization that is parent to Meiser's Fresh Grocery & Deli. It was founded in 2019 through Lower Price Hill neighbor leadership, with a mission that will create neighborhood-based entities to expand fresh food

access and create community-based jobs by supporting the development and networking of resident-centered, culturally and economically inclusive enterprises in food desert areas of Cincinnati, OH.

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<b>Title:</b>	Lower Price Hill Food Hub Site Manager
<b>Reports to:</b>	Executive Director, Your Store of the Queen City
<b>Grade:</b>	F/T Salary
<b>Pay:</b>	\$41,600 with PTO, and sick time accrual
<b>Location:</b>	Meiser's Fresh Grocery & Deli 734-738 State Ave. in Lower Price Hill Cincinnati, Ohio 45204
<b>Schedule:</b>	Sunday: 11am-3:30pm Mon.-Thursday: 11am-7:00pm

**Summary:** Your Store of the Queen City seeks a Food Hub Site Manager to help lead a team of Lower Price Hill residents and community members operating Meiser's Fresh Grocery & Deli a nonprofit food hub operating 1. An affordable grocery social enterprise with a deli pre-ordering component, 2. Free food pantry, run mutually with grocery hours, 3. Community cooking & wellbeing events & programs. General duties include customer checkout and customer service, providing program information, keeping a clean healthy shopping environment, supporting aspects of grocery stock levels (including taking inventory, replenishing products as needed, receiving incoming inventory) and ensuring products are appropriately positioned. Additional duties include coordination for wellbeing programming (as designed and scheduled with support from ED and teammates); and supporting the professional development of associates alongside direction from ED, including developing leadership of team meetings, and weekly strengths-based performance and project check-ins.

The Food Hub Site Manager might perform the same tasks as teammates, while also having the authority to manage co-workers with Executive Director. Food Hub Site Managers are responsible for resolving and documenting any day-to-day issues and ensuring work is completed on schedule within a shift.

### **Grocery Store Co-Managers Responsibilities:**

- Ensuring a safe, clean, positive and equitable work environment.
- Setting up or closing down registers, ensuring and communicating so that appropriate levels of bills and change are available according to procedures and register worksheets.
- Meeting weekly with Executive Director to review goals and projects for quality assurance and resource allocation or development. Co-leading team meetings for the same purposes.
- Thoughtfully resolving problems and troubleshooting issues as they arise without the direction of upper management, using judgment to request appropriate support from upper management when necessary.
- Identifying store and customer service quality improvement opportunities and communicating them to the team or escalating them for problem-solving with the Business Advancement Coordinator.
- Managing projects and teammates in areas such as licensing; catering order fulfillment; direction relating to program logistics; signage updates; and inventory receiving, count, recording, labeling and displaying.
- Preparing inventory orders using company lists or technology, for the administrative coordinator to approve and place.
- Maintaining credentials and a work environment that meets company, state and federal safety and employment guidelines.
- Coordinating free food and nutrition programs in store, including deliveries, volunteers and relationships with donors and free food shoppers with respect and gratitude that maintains compliance to ensure resources are available to as many neighbors as possible.
- Supporting consistent and equitable donation process from a store and shopper standpoint from delivery receipt into MGG program and/or moving inventory from shrink into free from day's sales.
- Co-creating the store weekly team schedule & manage adjustments according to employee requests in alignment with employee manual, organizational guidelines and employee roles.
- Assigning team members their tasks to be completed each shift and work with team members to ensure all metrics are met (for instance, checklists) in both grocery & deli area of the store. Recording incidents as follows: Weekly Pareto Tally sheet and/or Incident Report sheet.
- Safeguarding the safety, security and sustainability of the site and its customers, neighbors and teammates.

### **Supporting Associate Responsibilities:**

- Maintaining store, attracting, engaging and attentive to customers
- Practicing food safety according to daily specifications with ServSafe certification paid by employer
- Responsible for understanding and communicating checkout scripts including Meiser's Green Giveaways, Produce Perks, SNAP, future WIC/EBT and other nutrition incentive programs.
- Operating technology based touchscreen checkout system and inputting membership program data
- Quality control audits with all incoming inventory
- Responsible for maintaining and growing relationships with coworkers, nonprofit team, volunteers, partners and suppliers

### **Preferred Skills and Experiences:**

- Person-centered asset-based ability to problem solve professionally
- Connectedness to community and families served by Meiser's Fresh Grocery & Deli and Your Store of the Queen City
- Engagement and experience with food sovereignty community building as part of both a Cincinnati area and national movement
- 3+ years relevant work or volunteer experience, including administration and food or retail team leadership roles
- Responsive communication skills
- Computer skills
- File organizing skills
- Project management skills
- Produce, Dairy, Refrigerated, Deli and/or Frozen food safety experience
- Food Safety Person in Charge Certification (can be provided for the appropriate candidate)
- Stocking or merchandising experience
- Demonstrate the ability to complete heavy lifting tasks
- Ability to pass randomized drug screening
- Bi-lingual Spanish/English candidates, a plus

**MEISER'S FRESH GROCERY & DELI BY YOUR STORE OF THE QUEEN CITY IS AN EQUAL OPPORTUNITY EMPLOYER. WE CELEBRATE DIVERSITY AND ARE COMMITTED TO CREATING AN INCLUSIVE ENVIRONMENT FOR ALL EMPLOYEES.**

**Questions? Please do not call. Email [hr@yourstoreqc.org](mailto:hr@yourstoreqc.org).**