

Title	Retail Service Lead
Classification	Exempt, Part-time
Reports to	Leadership Team – direct supervisor owner Jacky Recchiuti
Location	Ferry Building & 3 rd Street Office
Date	August 1, 2020

Summary

The Retail Service is responsible for operating the Recchiuti Confections store at the Ferry Building Marketplace store. A key objective for the Retail Service is managing the day-to-day operations of the Ferry Building Marketplace Store, with a focus on coordinating In-person shoppers, direct pre-order pick-ups and Mercato and Instacart FBM pick up orders. This position also ensuring that sales goals are achieved and exceeded, customer service standards are upheld, and all operational procedures around inventory and pick up services are followed. The Retail Service is a strong role model for the pick-up order team for Q4 in addition to training and coaching. Work at 3rd Street (rotationally) and/or remotely on corporate/wholesale sales and services duties as assigned by Channel Sales Manager.

Essential Duties and Responsibilities

Sales & Customer Service

- Process all order through either Square or instore POS system
- Salesmanship – ability to explain the various products to new instore pick up customers
- Assist customers with any product questions for in store pick-up sale & service
- Assure customers that every precaution is followed to ensure the safety service guideline are being met at all levels of the business.
- Cross train at 3rd Street Sales offices in customer service sales procedures.
- Responsible for work as assigned by Sales Channel Manager
- Ensure Recchiuti standards of customer service are met or exceeded
- Achieving daily sales goals
- Develop and implement promotions in conjunction with Marketing and Operations teams

Store Operations

- Oversee day-to-day pick up operations of store including:
 - Daily product assembly of internal Recchiuti and Marketplace pre-orders and in-person orders
 - Opening and closing procedures
 - Office supply orders
 - Product receiving (coordinated with 3rd St point of contact)
- Cleaning, sanitizing and store maintenance tasks. Keep store neat and organized at all times
- Ensure that store procedures are followed and assist in coordinate of new procedures or updates with Leadership
- Ensuring staff and customers follow health and safety guidelines; wearing a mask over nose and mouth, standing six feet apart and using hand sanitizer as supplied during transactions

Product Presentation & Management

- Inventory management (in conjunction with 3rd Street point of contact)
 - Perform weekly store inventory of all on hand products comparing them to available inventory noted in POS/Square
 - Perform weekly lot code/date checks to ensure freshness of product, highlighting aging products
 - Act as back-up for store ordering
- Ensure that the sales floor is adequately up stocked, signed and merchandised effectively
 - Coordinate signs as needed with 3rd Street point of contact
 - Implement remerchandising plans and ensure proper display maintenance

3rd Street Support cross-training

- Execute outreach and maintenance of assigned accounts
- Support the Channel Sales Manager and Channel Sale Support with special projects for Wholesale, Corporate, and Ecommerce sales channels
- Maintain the client database in Pipedrive CRM software, and other data entry projects
- Answer and follow-up on all customer service calls and emails
- Assist Channel Sales Managers in sales outreach campaigns as needed
- Troubleshoot, document, and resolve customer service and sales issues
- Process orders for all phone orders, wholesale, and corporate sales channels
 - Process gift card printing and collating with corporate shipments
- Support Warehouse Manager in Q4/Q1 with shipment processing, includes
 - Executing orders for shipments, physical packaging, assist pallet organization
- Resolve shipping issues to ensure safe, on-time delivery
- Coordinate special arrangements, updates, or last-minute changes to orders

Health & Safety

- Ensuring the store is current on any COVID-mandated requirements from the City of SF, such as posting new signs/check-lists.
- Ensure sanitization, health and safety standards as set by CDC are met
- Monitor health and safety documentation and ensure it is updated on a regular basis

3rd St

- Sanitize shoes when entering office or other RC rooms
- Wear mask at all times, sanitize work station and other equipment used throughout the course of shift
- Wash hands frequently and sanitize
- Ensuring the office is current on any COVID-mandated requirements from the City of SF, such as posting new signs/check-lists.
- Ensure sanitization, health and safety standards as set by CDC are met

Staff Leadership

- Monitor holiday staff to ensure that store and health procedures are being followed
- Assist with training of all holiday support sales associates (as needed pending Covid Q4 activity)

Job Qualifications and Competencies

Required Knowledge, Skills, and Abilities

- Ability to interface and communicate effectively
- Strong attention to detail while keeping in mind the big picture – able to prioritize
- Well organized, deadline oriented, flexible, and effective with multiple tasks
- Accepts direction willingly and follows through with delegated tasks in a timely manner
- Experience with Square, POS or equivalent software
- Cashiering experience with Square, POS or equivalent system
- Strong retail experience customer-focused environment
- Management or supervisory experience – ideally in a retail environment
- Strong basic computer skills – experience with MS Office a must
- Well groomed
- Be computer proficient (Word, Excel, Outlook). POS systems a plus
- Fluent in English

Desired Knowledge, Skills, and Abilities

- Experience with POS systems a plus
- Experience working in a small, entrepreneurial company
- Ability to speak other languages a plus.
- Interest in artisan foods

Physical Demands

The essential functions of this position require consistent standing and the ability to lift 40lbs unassisted.

Work Schedule

This position’s workweek will likely include one weekend day. Longer hours are likely during peak holiday seasons.

Acknowledgment

I understand the information contained herein is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

I have read and understand the requirements, essential duties and responsibilities of the position.

Employee Name

Supervisor Name

Employee Signature

Supervisor Signature

Date

Date

