

**Sno-Isle Food Co-op**  
**JOB DESCRIPTION**

**JOB TITLE:** Front End Lead

**DEPARTMENT:** Front End

**REPORTS TO:** Front End Manager

**SUPERVISES:** Front End clerks, as needed, in absence of the department manager

**PAY LEVEL:** 2; non-exempt

**ABOUT THE CO-OP**

Sno-Isle Food Co-op is a full-service grocery store located in downtown Everett, offering local and organic foods. The Co-op is owned by over 10,000 families in Snohomish & Island County areas and has a commitment to strengthening the economic, social, and environmental fabric of our community. Since 1997, the Co-op has demonstrated a priority in sourcing local and sustainable products to ensure the ongoing preservation and betterment of the Earth. The Co-op's vision is to grow the community from the roots up.

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**POSITION FUNCTION**

Work with Department Manager to maintain the operations of the Front End while ensuring excellent customer service. Provides effective training, clear direction, and ongoing support to department clerks supporting mutual professional development.

**QUALIFICATIONS:**

- Experience in grocery or retail customer service
- Ability to effectively coach, delegate, and follow-up with multiple people and tasks
- Able to work a flexible schedule to support business needs, including evenings, weekends, and holidays. Dependable attendance is required.
- Ability to provide friendly, professional external and internal customer service in a fast paced environment
- Ability to calmly and professionally handle multiple demands, prioritize effectively, and problem solve within established guidelines
- Able to respond appropriately to changes in direction or unexpected situations
- Ability to work effectively independently as well as within a team
- Ability to communicate well with others
- Willingness and ability to meet the changing needs of the job
- Computer literacy required.
- Ability to:
  - Be adaptable and flexible
  - Follow all policies and procedures
  - Multi-task with a positive attitude
  - Lift 30-50 lbs. when necessary
  - Climb a ladder when necessary
  - Stand and walk for long periods of time
  - Work efficiently in a fast-paced environment

**ESSENTIAL FUNCTIONS:**

- Ensures all staff are providing excellent customer service.

- Assist with the training and development of department clerks
- Provides direction and guidance for daily clerk activities
- Collaborates daily with Department Lead cohorts to ensure excellent customer service
- Provides resolutions to customer (internal and external) concerns and problems, documenting notable incidents.
- Develop and maintain a strong knowledge and understanding of front end procedures, processes, and equipment, including troubleshooting equipment
- Responsible for staff and customer safety in the event of an emergency.

**ADDITIONAL FUNCTIONS:**

**CUSTOMER SERVICE AND PERFORMANCE:**

- Know what a Co-op is and how to highlight the Co-op difference
- Understand how the Co-op functions with relation to owners, customers, and community
- Provide prompt, friendly, courteous customer service
- Ensure customer satisfaction through active listening and follow through
- Maintain professional behavior
- Develop a strong product knowledge
- Support and follow all store policies and processes
- Participate in safety awareness and maintenance of a risk-free environment
- Performs any general housekeeping tasks necessary to maintain a clean, tidy store
- Develop and maintain good working relations with other staff. Support and assist team members and supervisors when necessary
- Assist in other departments, as needed
- Supports and participates in store sales goals and programs
- Demonstrates strong interpersonal, communication (verbal and written), active listening, proactive problem solving, organizational, time management and follow through skills

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time, with or without notice.

I have read the front end lead job description and I fully understand my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my department or the Co-op and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Name (print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date signed: \_\_\_\_\_

*Updated 12.18.2023*