

JOB POSITION: GROCERY LEAD

Department: Retail

Location: Munich

Starting data: October 2015

Job Purpose

Responsible for stocking and displaying grocery products and for providing outstanding customer service that meets or exceeds guest expectations. Will assist with the ordering and receiving of merchandise. Duties include organizing, stocking, merchandising and being knowledgeable about Eataly's grocery products. Will ensure proper stock levels of all department merchandise and liaison with warehouse and stock teams to achieve those levels. Ensures promotions are accurate and that merchandise is displayed and organized according to Eataly standards. Makes decisions about changes to products and displays in order to best serve the customers. Responsible for being a resource for any guest or staff inquiries regarding Grocery products.

As an ambassador of Eataly products and services, the Grocery Lead is responsible for helping to create and maintain quality experiences for each guest that comes to Eataly. Eataly ambassadors are expected to actively engage with guests and spend quality time with each customer.

Job Functions

- Ensures that the stock crew is in place and grocery section is working according to Eataly's standards.
- Coordinates projects and duties to be assigned to the grocery stock crew for the shift.
- Evaluates grocery needs, inventory, receive requisitions from other departments and place orders following Eataly's procedures and deadlines.
- Makes minor adjustments to displays and shelves to maintain store standards.
- Collaborate with the communications department to ensure displays have proper signage.
- Maintain appearance of the store according to Eataly's standards and make sure staff is staying on task.
- Restock, clean and face the store throughout the night as needed, including all refrigerators as well as shelves.
- Organizes back stock inventory and ensures all items are rotated by FIFO standards.
- Emails managers and AM Lead recapping the night's events and any important notes for the morning crew.
- Stock, rotate, merchandise and face product according to department procedure.
- Receive product deliveries, ensuring order and invoice accuracy and noting discrepancies.
- Check to ensure that all grocery items are faced and merchandised attractively as per quality standards.
- Record and email daily shift notes.
- Maintain safe and cleanly work environment according to all department procedures, federal and state regulations.
- Perform light cleaning duties such as sweeping, dusting, and packaging disposal as necessary.
- Adhere to all company and department procedures, policies, expectations and quality standards.

Skills / Requirements

- Demonstrated ability to understand and implement written and verbal instructions.
- Previous customer service in a grocery setting preferred.
- High school diploma or equivalent required.
- Must be able to communicate effectively with coworkers, management and guests.

- Must be able to stand, lift, bend, stoop, and exert well-paced mobility for periods of up to six hours in length. Must have the ability to lift boxes up to 20 kilos in weight.
- Must be able to follow instructions.
- Basic math, logic, and computer skills.
- German (mother tongue-fluent), English (business fluent), Italian is a plus.

Reports to Grocery Department Manager