



## Position Description

Job Title:	Fresh Food Manager	Location:	Various
Reports to:	General Manager	FLSA:	Non- Exempt
Department:	Store Operations	Date:	January, 2013

**Position Summary:** The Fresh Food Manager (FFM) is responsible for managing all aspects of the food service and beverage operation. The FFM is responsible for the efficient execution of all fresh food/ food service programs in compliance with corporate and regulatory guidelines. The FFM is required to train, coach and direct associates, oversee the inventory and ordering of product and supplies, and ensure routine maintenance and upkeep of the equipment and facilities. The FFM is responsible to meet and/or exceed food service and beverage performance and profitability goals according to corporate objectives. The FFM is responsible for maintaining a safe sanitary and appetizing food service environment. The FFM ensures an exceptional customer experience that supports our vision to become “fast casual to go with world class convenience”.

### **Principal Duties:**

1. Ensure the 24/7 execution of all food service programs including proper ordering, production planning, product handling and display.
2. Manage the training, coaching and performance of customer service associates.
3. Ensure a pleasant shopping experience for all customers. Respond to customer complaints or inquiries and solicit customer feedback and input.
4. Ensure execution of established safety, security, quality, and store operations policies, procedures and practices.
5. Analyze food service results and trends and prepares action plans to leverage the store’s fresh food strengths and address areas of opportunity to ensure food service profitability.
6. Gain knowledge and awareness of marketing programs, campaigns, strategies and initiatives: educate all associates of the same.

**To perform the essential functions of a Fresh Food Manager, the associate must perform all duties listed below:**

### **Management Essential Job Duties:**

1. Ensure accurate stock levels by performing precise cycle counts and monitoring ordering of product and supplies with a computer and/or handheld device. Review the results on the store’s computer and/or handheld device and make the necessary changes. Prepare action plans to address off standard items.
2. Respond in a timely manner to any product recall and follow established processes.
3. Accurately record spoilage on a daily basis with a handheld device. Maintain daily spoilage logs.
4. Comply with HACCP regulations by testing and recording temperatures.
5. Analyze food service and beverage results and trends and prepare action plans to leverage the store’s fresh food strengths and address areas of opportunity.
6. Maintain the integrity of all food service products.
7. Manage the training of associates in the food service and beverage area.
8. Support the coaching and performance management of associates in the food service and beverage area.

9. Coordinate daily food service assignments and activities of associates in the food service and beverage area.
10. Ensure execution of established safety, security, quality and store operations policies, procedures and practices listed in training materials and other publications.
11. Value store associates through celebration and recognition.
12. Ensure the 24/7 execution of all food service menus, programs and processes including proper ordering and product handling. May be required to create food service displays that generate enthusiasm around promotions.
13. Ensure a pleasant shopping experience for customers, respond to customer complaints or inquiries, and solicit customer feedback and input.
14. Communicate with store manager regarding food service issues and concerns.

### **Work Oven Station- Essential Job Duties:**

1. Refill all food station items, including cheeses, meats, bagels, muffins, etc.
2. Assemble food product and place items on a tray.
3. Place food product in a pre-heated oven; remove food product when finished and build to completion.
4. Place food product in appropriate container and bring completed product to register station under warmers.
5. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
6. Keep work oven area stocked by moving product from freezer and/or cold box to the work station.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above shoulder and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: pushing buttons.
9. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting, climbing and balancing on step ladder and reaching below the waist.
10. Constantly lift weights up to 10 lbs.
11. Frequently lift weights of up to 12.5 lbs.
12. Frequently carry weights of up 12.5 lbs within a 40 ft distance.
13. Retrieve boxes of materials from stock room.
14. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Food Service- Essential Job Duties:**

1. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
2. Inspect all food items in deli to ensure the proper temperature and freshness. Maintain the quality of all food items.
3. Adhere to all Wawa safety standards.
4. Check computer for orders and begin filling by making food according to customer specifications and requests.
5. Wrap and ladle food orders. Hand orders to customers for purchase at register.
6. Work with a variety of kitchen utensils and equipment including knives, slicer, ovens, steam tables, etc.
7. Retrieve perishable items from refrigerator/freezer for replenishment and stocking.
8. Slice lunch meat and cheese using deli slicer.
9. Perform general housekeeping, including dish washing and sweeping, etc.

10. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, grasping firmly and pushing buttons.
11. Perform the following physical behaviors frequently during their shift: bending stooping, squatting, pulling drawers and reaching below the waist.
12. Perform the following physical behaviors occasionally during their shift: climbing and balancing on step ladder, crouching, kneeling, pushing and reaching above the shoulder
13. Occasionally lift weights up to 35 lbs.
14. Continuously lift weights of up to 10 lbs.
15. Occasionally carry weights of up 35 lbs within a 40 ft distance.
16. Retrieve items from back stock room, carrying out to main floor.
17. Clean spills.
18. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Coffee Area- Essential Job Duties:**

1. Work in the coffee area and observe coffee thermals to determine need for refills.
2. Fill coffee basket with filter and coffee grinds; brew coffee.
3. Carry coffee thermals from brewing area to coffee station as needed.
4. Stock cups, lids, straws, coffee mixers and milk/cream on coffee island.
5. Fill and maintain cappuccino machine.
6. Keep entire coffee area clean.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above the shoulder, and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: bending, stooping, squatting, pushing coffee cart.
9. Perform the following physical behaviors occasionally during their shift: climbing step ladder in stock room.
10. Frequently lift up to 18 lbs
11. Occasionally carry up to 20 lbs., 30-40 feet.
12. Frequently carry minimum weights.
13. Retrieve cardboard boxes of coffee bags from stock room and carry to coffee station.
14. Use sharp appliance to open seal on taped cardboard boxes.
15. Use cutter to rip open coffee bags.
16. Take out trash.
17. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

### **Additional Essential Job Duties:**

1. Complete indoor housekeeping functions including cleaning, dusting, mopping and emptying trash in all areas of the store. Work with a variety of cleaning supplies and chemicals. Some housekeeping functions will require the use of a ladder.
2. Complete outdoor housekeeping functions including cleaning, power washing, sweeping, picking up and emptying trash, and keeping sidewalks/parking lot safe. Work with a variety of cleaning supplies and chemicals, salt, spill absorbents, etc.
3. Stock shelves with products and supplies to ensure in stock conditions at all times including dry storage, deli area, refrigerated/freezer items and grocery items.
4. Work in cold box and/or freezer for extended periods of time in temperatures around or below freezing.

- Stack, lift, move, and empty filled crates. Use a ladder when stocking higher shelves.
5. Responsible for taking out trash. Operate trash and/or cardboard compactor.
  6. Must be able to adapt to abrupt temperature changes when moving from one environment to another.
  7. Must be able to perform other duties as assigned by management.
  8. Lead by example by acting safely at all times and prevent others around you from acting in an unsafe manner.
  9. Use appropriate personal protective equipment as required.
  10. Follow all current safety standards.
  11. Ensure safe working conditions by maintaining a clean, organized store in accordance to standards.

### **Cash Register Area- Other Job Duties**

1. Operate the cash register, scan items, bag merchandise and make/provide change for purchases.
2. Comply with federal and state laws by requesting personal identification from customers who are purchasing tobacco and/or alcohol.
3. Maintain proper cash levels in register drawer.
4. Stock and refill register area inventory.
5. Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.
6. Perform the following physical behaviors continuously throughout their shift: standing, walking, handling, reaching horizontally, reaching above the shoulder, grasping firmly and pushing buttons.
7. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting, crouching, kneeling, pushing and reaching below waist.
8. Occasionally lift weights up to 20 lbs.
9. Constantly lift weights of up to 10 lbs.
10. Frequently carry weights of up to 10 lbs within a small area.

### **Requirements:**

- Leadership experience in a fast-paced retail, food service, or fuel environment
- Proven and consistently demonstrated skills in the following:
  - Exceptional Customer Service
  - Relationship Building
  - Effective Communication
- Ability to multi-task
- High School Diploma or equivalent preferred (additional coursework, training, or certification will be required)
- Experience, skills, and abilities consistent with the Wawa Core Competencies:
  - Partners and Collaborates
  - Drives Process Excellence
  - Lives the Wawa Values
- Reliable Transportation
- Availability to work all shifts, weekends, and holidays, based on business needs
- Ability to learn and utilize the store's computer applications
- Must be at least 18 years old to be considered for this position
- Position based on a 46.75 average hours work

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.