



FULL-TIME FRONT END SUPERVISOR

WHO WE ARE

*The Root Cellar Village Green Grocer
is your fresh & innovative destination market
for extraordinary food experiences.*

We are a family business, founded in 2008 with a firm stance behind our motto 'farm fresh, dirt cheap, delicious' and a drive to brighten every customer's day that has resulted in our little market becoming a bustling community hub, now providing Vancouver Island's largest selection of local, organic, and conventional produce, a full service butcher and deli, a boutique florist and garden centre, artisanal grocery, dairy & breads, a bulk foods section and most recently a new coffee bar, bringing us to over 10,000 square feet, buzzing with over 120 employees.

THE ROLE

You will be responsible for assisting the Front End Management Team in overseeing aspects of daily department operations, including delegating tasks, training and developing employees, providing exemplary customer service, modeling and enforcing store policies, reconciling daily cash deposits, and maintaining a clean and appealing storefront. Our ideal candidate will thrive in a busy customer-facing retail environment and be passionate about providing excellent customer service.

WHAT YOU'LL DO:

- Supervise 8-12 cashiers daily in a fast-paced, high-volume environment
- Assist the Front End Management Team in motivating, training, and developing staff
- Support cashiers in providing an exemplary customer experience
- Lead by example to uphold all company policies and procedures
- Accurately perform daily cash reconciliation duties according to store procedures
- Ensure optimum daily staffing levels to meet operational requirements
- Communicate effectively in a bring-forward manner with Management and HR
- Provide exceptional customer service in all situations, including returns and concerns
- Efficiently and accurately process cash, debit, and credit transactions

OUR IDEAL CANDIDATE COMES EQUIPPED WITH:

- A passion for retail and customer service
- At least 1 year of supervisory experience, preferably in a retail environment
- The ability to multi-task and work efficiently in a high-volume environment
- A desire to work as a team and motivate those around you
- The ability to navigate sensitive customer situations respectfully
- Full-time availability, including mornings, evening, and weekends
- The ability to stand for extended periods of time and lift up to 50lbs
- A passion for great local food!

THE DETAILS:

This is a full-time position commencing promptly. This role is entitled to competitive wages, a culture of Teamwork, Collaboration & Continuous learning. As well as a 20% In-store discount on purchases.

If you are interested in applying for this career opportunity, please submit your resume and cover letter.

We look forward to meeting you!

** applications received without a cover letter will not be considered.*