



Redevelopment Authority of Plymouth, Wisconsin

CHEESE COUNTER MANAGER

Department:	Redevelopment Authority
Reports to:	RDA Executive Director
Location:	Cheese Counter & Dairy Heritage Center
Date:	June 7, 2018 Rev: October 28, 2021

GENERAL DESCRIPTION

This full-time position is responsible for the day-to-day facility operations of the Cheese Counter, including scheduling, training, inventory, consumer experience, supervision of staff, and maintaining a profitable accounting for the facility. Other administrative duties will need to be handled outside of store hours. This position also includes general marketing, including but not limited to advertising, social media and outreach to community organizations.

JOB FUNCTIONS

The following duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties and responsibilities may be assigned and required.

Examples of Essential Job Functions

- Recruit, hire, and train individuals to become members of the staff.
- Motivate, encourage, and lead staff in a Retail & Food Environment.
- Resolve customer complaints and issues in a timely and professional manner.
- Implement and enforce established daily operating procedures to ensure the facility is clean, adequately stocked, and organized.
- Ensure all merchandise, product, and Cheese Counter displays are attractive and inviting.
- Maintain quality brand image and message standards for the Cheese Capital of the World and the Cheese Counter & Dairy Heritage Center.
- Supervise and discipline all store employees according to facility policy with final approval by Human Resources.
- Monitor weekly retail sales and price points for similar retail products.
- Complete daily paperwork and computer entry as may be required to keep accurate financial and other records.
- Manage Shopify (POS System) along with promoting E-Commerce.
- Reconcile daily sales, process Quarterly Sales & Use Tax with Wisconsin Department of Revenue
- Monitor cash over/short, inventory sales, and consumer visits daily.
- Conduct facility meetings with staff on store activities and store results.
- Follow and enforce all Facility Policies and Procedures for the facility operations.
- Implement Monthly promotions, ensure all POS advertising/signage is accurate.
- Implement and enforce all merchandising and vendor policies and procedures.
- Enforce all Food Safety Standards and ensure employee compliance.
- Manage lease agreements and facility issues with apartment tenants.
- Compile staff timesheets and submit to payroll on Monday mornings of payroll week.
- Verify, code, approve and submit accounts payable invoices to City Treasurer no later than Tuesday afternoon.

OTHER DUTIES

- Ensure proper display of products.
- A passion for networking with local businesses and organizations.
- Meet and be interactive with the Downton Area Merchants and community to create consumer traffic for the facility.
- Available for Community/County presentations to local organizations.
- Meet monthly with RDA to evaluate sales, visitors, and success.
- Other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Experience with digital marketing forms such as social media marketing (Facebook, Instagram, etc.)
- Inventory and purchasing management.
- Professional and proactive work ethic.
- Basic math skills and ability to operate a cash register/POS system.

EDUCATION AND TRAINING

- Bachelor's degree in marketing, communications, business administration or related field preferred or equivalent combination of education and experience.
- Preferred experience managing in a Retail or Food environment.
- Must hold or be able to obtain the ServeSafe Food Manager Certification within 90 days of employment.

WORKING CONDITIONS

- Retail store conditions including prolonged periods of standing.

Disclaimer: The job description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of the position. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed to create or constitute a contract.