

**Company Name:** Hugo's Family Marketplace  
**Position Type:** Deli Director  
**FLSA Status:** Exempt

Hugo's Family Marketplace is a family owned grocery chain with 10 locations in North Dakota and Minnesota.

**Position Summary:**

Plan, direct and manage Deli operations for all Hugo's Family Marketplace locations. Promote and maximize sales and profit margins and achieve labor goals. Meet or exceed budgeted targets through effective utilization of resources. Demonstrate a passion for food and people to create an outstanding customer experience. Maintain a friendly, safe and clean environment. Demonstrate the company's core values of safety, outstanding customer service, quality products, clean & uncluttered facilities and a fun & respectful workplace. Travel between all stores will be required.

**Essential Job Functions:**

- Demonstrate a passion for food, people and service. Create quality customer service and performance excellence through example and team member education.
- Encourage teamwork through cooperative interactions with associates.
- Ensure proper product handling to control cost (e.g. shrink and waste).
- Follows all company, store and department policies and procedures.
- Manage the Deli program while adhering to local, state and federal regulations and requirements.
- Drive sales and profits through innovative merchandising, sales strategies, industry knowledge and technical expertise
- Provide leadership, support and guidance to ensure that food quality standards, inventory levels, food safety and sanitation guidelines and customer service expectations are met and maintained.
- Manage a cost-effective program; effectively forecast, plan, order and receive product/supplies and schedule associates to achieve labor goals while meeting or exceeding the customers' expectations.
- Direct/coordinate all Deli production and processing; assign associates tasks for efficient operations.
- Ensure associates are properly trained; establish/maintain cross training practices to optimize production.
- Manage and lead associates to promote professional growth, efficiency, high morale and teamwork.
- Maintain required records including food production and inventory records.
- Review work procedures and operational concerns; determine methods to improve customer service, production, performance, safety and sanitation.
- Communicate daily with store directors regarding the department status (e.g., success, issues and planning).
- Interview and select best fit team members in partnership with Human Resources.
- Research and provide recommendations for new and innovative deli products.
- Physical demands include, but are not limited to, regularly sit, stand and use hands to handle, finger or feel objects, tools or controls; frequently walk, talk, hear, climb stairs, reach with hands or arms and adjust visual focus. Occasional kneeling, crouching, lifting objects up to 50 lbs., and climb ladders
- Supervise and coach associates in the performance of their duties; complete performance reviews and provide feedback to associates.
- Must be able to perform the essential functions of this position with or without reasonable accommodation.

**Minimum Position Qualifications:**

- Minimum: Associates Degree and 5 yrs in deli experience
- Food safety certification
- Effective leadership, interpersonal communication and customer service skills
- Ability to work in a fast paced environment; strong time management skills
- Sound judgement/problem solving and decision making skills
- Ability to create operating budgets/financial forecast
- A service-oriented individual with a high energy, positive and friendly demeanor
- Sound understanding of retail operations
- Computer skills (Outlook, Excel, Word)
- Ability to communicate, train and reinforce performance expectations
- Ability to respond to continually changing priorities and coordinate multiple projects
- Ability to work closely with internal and external customers
- Comply with USDA, FDA, OSHA, and all other regulatory agencies