



# Customer Service Manager

DEPARTMENT	REPORTS TO	PAY CLASSIFICATION	LAST UPDATED
70 Checkout	General Manager	Hourly-non-exempt	March 13, 2026

## Job Summary

*Oversees and is responsible for the regular functions of the Checkout department*

## About Caledonia Food Co-op

Caledonia Food Co-op is a member-owned grocery store that draws together the diverse communities of Caledonia County and surrounding areas in an inclusive space supporting food justice, local resilience, environmental stewardship, area food producers and a vibrant downtown St. Johnsbury.

## Essential Job Duties

- ✓ Supervise, schedule, and manage timecards for the Checkout staff.
- ✓ Financial accountability, cash office closing procedures, bank deposits, etc.
- ✓ Facilitate company growth through improved customer service and engagement.
- ✓ Communication with staff members should be clear, direct, and respectful in a style appropriate to a “cooperative” work environment.
- ✓ Recruit, mentor and develop customer service staff members and nurture an environment where they can excel through encouragement and empowerment.
- ✓ Develop service procedures, new-hire trainings, policies and standards as needed.
- ✓ Promote team building and motivate staff to accomplish assigned goals.
- ✓ Take corrective counseling measures and/or disciplinary action as needed for staff, according to our Employee Handbook.
- ✓ Acts as MOD when needed and is responsible for overall store operations.
- ✓ “Lead by example” following Co-op policies and procedures. Be an example to all store personnel by being well versed in store policies and procedures.
- ✓ Ensure employee evaluations are thorough and completed on time.
- ✓ Oversee eShop/Curbside operations if active
- ✓ Works closely with the Marketing staff to ensure Marketing and Outreach programs run smoothly for operations.

## Additional Duties

- ✓ Act as a company representative when dealing with vendors and local businesses, etc.
- ✓ Assist in special projects/duties as assigned by Store Manager and/or General Manager.

## Essential Skills

- ✓ Experience in retail food store environment (preferably in natural foods industry) with knowledge in operations.
- ✓ Management experience: hiring, training, terminating, and evaluating personnel.
- ✓ Good customer service skills for both internal and external customers



- ✓ Strong attention to detail and good organizational skills
- ✓ Good time management skills
- ✓ Ability to handle multiple demands, work under time pressures, and meet deadlines
- ✓ Willingness to be open, to learn, and to take on new responsibilities/challenges
- ✓ Demonstrate objectivity, neutrality, and calmness under pressure
- ✓ Ability to take direction and work independently
- ✓ Good computer skills and familiarity with Microsoft applications, email, etc.

### Essential Mental & Physical Requirements

- ✓ Works independently with limited guidance
- ✓ Performs a variety of tasks independently as dictated by organizational demands
- ✓ Relates information to diverse individuals both orally and in writing
- ✓ Must have good analytical ability and be proficient in math
- ✓ Standing, bending, walking, reaching and sitting
- ✓ Ability to climb up and down ladders and stairs
- ✓ Ability to lift up to 50 lbs.

### Experience and Educational Requirements

- ✓ A minimum of three years' experience in a Customer Service Manager role or an Associate degree and 1 year of applicable experience.

### Other Qualifications

- ✓ Ability to safely and successfully perform essential job functions consistent with the ADA, FMLA & other federal, state & local standards - including meeting qualitative and/or quantitative productivity standards
- ✓ Ability to maintain reasonably regular, punctual attendance consistent with the ADA, FMLA & other federal, state and local standards
- ✓ Compliance with all personnel policies

#### Important Disclaimer Notice

*The job duties, elements and responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The Co-op does reserve the right to revise this job description at any time and require employees to perform other job duties as assigned.*