Market Manager

This position is responsible for the operation of multiple facilities. An individual in this position will be expected to perform additional job related responsibilities and duties as assigned and/or as necessary.

Essential Functions

An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.

Develops and leverages internal and external partnerships and networks to maximize the achievement of business goals by sponsoring and leading key community outreach and involvement initiatives; engaging key stakeholders in the development, execution, and evaluation of appropriate business plans and initiatives; and supporting associate efforts in these areas.

Provides supervision and development opportunities for facility management in multiple facilities by hiring; providing direction; setting expectations; holding facility managers accountable; rewarding; and guiding the development of facility management.

Ensures competitive talent for multiple facilities by championing company human resource initiatives; addressing new business needs or anticipated turnover; promoting opportunities to attract and retain a high performing diverse workforce; ensuring talent pipeline; and guiding the leadership development process.

Implements and models customer service standards across multiple facilities by ensuring unbeatable excellence in store standards; understanding unique needs of customer; ensuring enhanced customer experience for the market; creating an environment for facility managers to set excellent customer service expectations that are aligned with customer needs and expectations and company goals.

Ensures compliance with company and legal policies, procedures, and regulations for multiple facilities by implementing and monitoring loss prevention, safety, and compliance controls; overseeing safety, operational, and quality assurance routines, developing and implementing action plans, and providing direction and guidance on executing company programs and strategic initiatives.

Delivers effective execution for the market by driving operational excellence; holding the management team accountable; initiating and leading company change efforts to maximize desired results; monitoring the effectiveness and implementation of continuous improvement programs; and providing information and feedback for process improvements within the organization.

Drives overall financial performance of the market by preparing, analyzing, and reconciling financial reports; creating and administering capital and expense budgets; determining trends and areas of opportunity; advising others on cost control methods; and resolving budgetary issues.

Provides overall direction for a market by analyzing business objectives and customer needs; developing, communicating, building support for, and implementing business strategies, plans, and practices; analyzing costs and forecasts and incorporating them into business plans; determining and supporting resource requirements; evaluating operational processes; measuring outcomes to ensure desired results; identifying and capitalizing on improvement opportunities; promoting a customer-focused environment; and demonstrating adaptability and sponsoring continuous learning.

Cultivates an environment where associates respect and adhere to company standards of integrity and ethics by integrating these values into all programs and practices; developing consequences for violations or non-compliance; and supporting the Open Door Policy.

Competencies

An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.

Manages Financial Performance - Prepares, justifies, and administers budgets in accordance with company goals and strategies. Ensures expenses are accurately forecasted and modified in line with sales performance. Monitors the execution of expenditures against the operating plan and makes corrections when necessary. Employs established methods or techniques to the analysis of financial data. Uses knowledge of financial data, including history, strengths, weaknesses, and strength, to evaluate potential solutions to situations. Develops, implements, and monitors action plans to ensure the attainment of financial goals.


Customer Centered: Promote a Customer-Focused Environment - Creates and maintains an environment that provides customers with desired products, services, and experiences. Combines experience, insight, and data to determine how to best exceed customer needs. Develops and implements initiatives, practices, and plans to capitalize on customer-focused growth and improvement opportunities. Ensures the removal of barriers to delivering exceptional customer value, service, and support.

Execution and Results: Optimize Execution and Results - Uses the advantage of company size, internal and external resources, and talent to achieve success. Creates an environment where associates are held accountable for achieving goals and results. Applies broad, cross-functional knowledge and resources to produce results that best fit the company strategy. Prioritizes and balances time, actions, resources, and initiatives to ensure accomplishment of critical results. Makes sure desired change initiatives and priorities are implemented appropriately.

Planning and Improvement: Advocate Planning and Continuous Improvement - Sets and communicates clear and aligned goals, monitors progress, and ensures leaders in own organization do the same. Develops and implements plans and practices to ensure others have the information, resources, implementation time, and talent needed to succeed. Develops and upgrades work assignments and processes to accomplish goals across functions, organizations, and geographies, where appropriate. Sponsors continuous improvement and elimination of non-value-added work. Embraces, values, and implements diverse perspectives and ideas.

Influence and Communicate: Inspire Commitment - Develops and communicates logical, convincing justifications, including lessons learned, that build commitment and support for one’s perspectives and initiatives. Builds diverse, high-performing teams that accomplish organizational changes, goals, and priorities. Ensures strategies, change initiatives, and competitive information are communicated in clear and compelling ways. Listens to, leverages, and promotes the diverse ideas, perspectives, and contributions of others across the business.
Job Description

Market Manager

Ethics and Compliance: Promote Ethics and Compliance - Builds and sustains an environment where adherence to and reinforcement of the highest standards of integrity and ethics are the norm. Identifies opportunities and takes action to enhance compliance within own organization. Ensures associates receive the communication and instruction needed to act in accordance with policies and procedures.

Adaptability: Demonstrate Adaptability - Demonstrates creativity and strength in the face of change, obstacles, and adversity. Adapts to competing demands and shifting priorities. Updates knowledge and skills to handle new complexities, challenges, and responsibilities (for example, seeking out training, learning from experience, researching best practices). Seeks exposure to new ideas and perspectives. Sponsors programs and initiatives to improve adaptability and continuous learning capabilities in own organization.

Talent: Assess and Improve Talent - Develops talent and replacement plans for own organization that increase effectiveness, build diversity, and enhance bench strength. Identifies, utilizes, and integrates associates' strengths to produce improved results. Creates an environment where people processes (for example, performance management, development) are used effectively to improve associate performance and achieve desired results throughout own organization. Mentors, guides, and sponsors the development of key talent.

Social Responsibility and Reputation: Promote Reputation and Social Responsibility - Proactively leads volunteer activities, programs, and initiatives in order to improve the community. Seeks and maintains external relationships and alliances, strengthening the company's impact on and reputation in the community. Serves as a credible spokesperson, representative, and sponsor of the company to the public and the community.

Build Relationships: Build Internal and External Relationships - Builds and sustains trusting, collaborative relationships and alliances across functional, organizational, and geographical boundaries to achieve goals. Sponsors initiatives and programs that promote respect for, interest in, and support of associates. Ensures associates are treated in an accepting, respectful manner.

Physical Activities

The following physical activities are necessary to perform one or more essential functions of this position.

- Visually verifies information, often in small print.
- Visually locates merchandise and other objects.
- Sits or stands for long periods of time.
- Reads information, often in small print.
- Presents information to small or large groups and individuals.
- Observes associate, customer/member, or supplier behavior.
- Enters and locates information on computer.
- Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.
- Communicates effectively in person or by using telecommunications equipment.

Travel

Traveling is necessary to perform one or more essential functions of this position.

- Travels domestically to and from multiple facilities or work-sites requiring consecutive overnight stays.
- Travels domestically to and from multiple facilities or work-sites requiring an overnight stay.
- Travels domestically to and from multiple facilities or work-sites during the workday.

Entry Requirements

Eligibility Requirements (Applicable to internal applicants only)

- Meet applicable eligibility requirements (see PD-05)

Minimum Qualifications

- Five years experience supervising management associates OR three years experience as a Store Manager
- Five years supervising managers who have P&L responsibility and make employment decisions

Preferred Qualifications

- BA/BS Degree in a business-related field
- Two years managing a metropolitan retail store
- Two years of multi-facility experience (DM or higher)
- Five years of retail management experience
- Three years experiences managing a grocery retail operation
Market Manager

I have read and understand the essential functions for this position and certify that:

I have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

I do not have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

__________________________
Associate/Applicant Printed Name

__________________________
Associate/Applicant Signature

__________________________
Date