



Jersey Baking, LLC D/B/A Filli's Deli and Bakery

Position: Team Lead

Reports to: Owners, Damon Filli and Ashley Zapp

Position Summary: The Manager position is a full-time hourly position who is responsible for the day to day operations of the New Lebanon, NY store location. The core responsibilities include but are not limited to the following:

- Schedule completion of retail and deli staff:
 - Schedules need to be completed a month at a time (minimum) Approved By Damon
 - Mindful of schedule to flex to customer volume to keep payroll costs efficient
 - Responsible for managing call-outs and finding coverage if needed or Shift is to be covered by lead
- Staffing
 - Training
 - Customer service is number one priority
 - Cleanliness
 - Monitor staff are paying for food/drinks (employees may use discount)
 - Enforce Dept. of Health regulations (i.e. gloves, hats/hair nets, sanitation requirements)
 - Recruitment/Interviews
 - Hiring/Firing
 - Including disciplinary/corrective actions
- Shrinkage
 - Monitor overuse of products
 - Maintain minimal amount of shrink
- Process/Flow
 - Collaborate with owners regarding better processes to implement for customer satisfaction
- Marketing/Sales
 - Responsible for ensuring accurate signage in place for products to increase visibility and sales
- Product availability/supply/inventory
 - Responsible for monitoring the store is stocked with products that need to be prepared and communicate with Central location in Claverack



- I.e. ensuring meatballs, salads, chicken, eggplant have enough stocked for each week
- Coordinating with Claverack (hub) to ensure enough product for (bakery, roast beef, etc) is shipped to maintain their volumes