



Front End Team Leader (FT) - Giant Eagle - PGH South

Contact: GIANT EAGLE

Email: giant_eagle@countyjobs.careers
https://pa-allegHENy.countybuyselltrade.com/jobs/front-end-team-leader-ft-giant-eagle-pgh-south_pittsburgh_236033

Address: **Pittsburgh**
Price: **Check with seller**

DetailsApplyAbout UsGiant Eagle Inc., ranked 35th on Forbes Magazine's largest private corporations list, is one of the nation's largest food retailers and distributors with approximately \$9.6 billion in annual sales. Founded in 1931, Giant Eagle, Inc. has grown to be the number one supermarket retailer in the region with 417 retail locations throughout western Pennsylvania, north central Ohio, northern West Virginia and Maryland. Team Members who work for our flagship banner, Giant Eagle, are continually redefining and improving the supermarket shopping experience. We're creating a destination where customers find high-quality foods and convenience-oriented services, along with some pleasant and unexpected surprises as we try new things and roll out new ideas. You will be part of a growing team that emphasizes building lifelong relationships with our customers by focusing on understanding and exceeding their needs. Position SummaryIt is essential to model, understand and promote Giant Eagle safety processes and requirements according to the Health Department, HACCP, OSHA, along with Giant Eagle's policies and procedures. With these safe work practices and properly maintained equipment, we will protect Ourselves, our Team Members, Our Customers and our Banner. Be a Leader by representing the organization in a professional manner through appearance, language and behavior. Promote and develop individuals with mutual respect, inclusion, diversity and dignity. Lead Team Member training and development so the preparation, production and displaying of product shows "passion for food". Coach Team Members on a regular basis with timely feedback, identify opportunities for development and coach for success. Understand and exemplify the company's Service Standards by utilizing the Service Credos, the 4 Steps to Great Service and the 5 Steps to Great Service Recovery. Recognize and reward Team Members for going the extra mile and delivering great service. Empower and encourage Team Members to take appropriate steps to solve customer concerns to the customer's satisfaction. Analyze the Mystery Shop and Customer Satisfaction Scorecard results to identify areas where Team Members can be coached for success and coached for improvement. Job ResponsibilitiesOversee the entire operation of the Front End. Responsible for service levels at the registers, SCO's and service desk. Also, maintaining conditions in the parking lot, lobby and front end of the store. Direct the customer flow to ensure service requirements are met. Schedule Team Members through SMART track and delegate assignments to the needs of the business and in accordance with the collective bargaining agreement (where applicable.) Support all company programs and initiatives on the Front End. Effectively manage and utilize resources to maximize profitability. Oversee department monitoring and improving operations.



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