



Position/Title: **Lead Cheesemonger & Retail Manager**

Location: Oconto Falls, WI

Type: Full Time

Reports to: Vice President, Retail Operations

**Summary:**

Springside Cheese Corp. is looking for a Lead Cheesemonger & Retail Manager to drive consistency of the Springside mission and brand as it is expressed through people, products and environment; guaranteeing both an outstanding shopping experience for our customers as well as an outstanding employment experience for our retail workforce.

**Roles / Responsibilities / Accountabilities:**

Drives the implementation of the company mission by developing action plans and directly instructing and motivating the store team to meet operational and organizational objectives.

Ensures a positive customer experience, providing guests with a unique, enthusiastic and informational experience.

Represents the company at events and food shows by serving cheese and beverages to support brand growth and public awareness.

Solicits customer feedback to understand customer needs and the needs of the local community.

Identifies, purchases, and maintains a product listing that fits unique local buying habits and seasonal variations.

Manages and oversees 5-15 hourly associates providing leadership that will ensure excellent customer service and develop high morale.

Displays a customer first attitude by training and holding associates accountable for delivering world class customer service.

Plans and coordinates store merchandising and promotions in partnership with marketing staff.

Monitors and manages store staffing levels to ensure associate development and talent acquisition to achieve and maintain store operational requirements.

Develops and retains a strong team; ensuring that new hires are guided properly and completely through the "on-boarding" process and are transitioned into the Springside Cheese culture with consistent communication and coaching.

Demonstrates a calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep the store operating to standard and set a positive example for the store team.

Constantly reviews store environment and key business indicators to identify problems, concerns, and opportunities for improvement.

Manages with integrity, honesty and knowledge that promote the culture, values and mission of Springside Cheese.

Qualifications:

Degree in business, hospitality, culinary arts, or equivalent experience

ACS Certified Cheese Professional strongly preferred

Extensive knowledge of and passion for cheese and wine

Ability to identify, hire and develop top talent

Excellent verbal and written communication skills

Ability to lead by example, strong leadership profile

Ability to work well with all levels to build teams and partnerships

Highly organized and able to adapt quickly to changing priorities

Ability to develop, plan and execute strategies to maximize opportunities

Computer proficiency in Microsoft Office (Word, Excel, PowerPoint) and Point of Sale systems

Ability to work days, evenings, weekends and holidays

Ability to travel up to 50%

For additional career opportunities with Springside Cheese, please visit us at [www.springsidecheese.com/careeropportunities.html](http://www.springsidecheese.com/careeropportunities.html)

Individuals can apply in-person, download an application online or send a resume to [hr@springsidecheese.com](mailto:hr@springsidecheese.com)