



## **About Us**

Baltimore's Own. Family Owned.

We've been a Baltimore staple since 1944. As a family-owned grocery business, our mission has always been simple, to nourish our community through quality food, genuine service, and the care that comes from treating people like neighbors.

What began as a single neighborhood market has grown into two locations. While we've evolved over the decades, our values have stayed the same community first, pride in our work, and respect for the people we serve and work alongside every day.

Our vision is to continue building Baltimore's premier neighborhood grocery destination one where quality, craftsmanship, and community spirit come together. After more than 80 years, we're still growing, evolving, and investing in the people who make it all possible.

## **Position Summary:**

The Front-End Lead is a hands-on working supervisor responsible for supporting daily front-end operations and ensuring a positive customer experience. This role provides shift-level oversight to cashiers, baggers, and greeters, helping guide workflow, answer questions, and maintain service standards.

Working closely with store leadership, the Front-End Lead helps keep operations running smoothly while fostering a team environment that is welcoming, efficient, and customer focused. This position is ideal for someone who enjoys leading by example and being actively involved on the sales floor in a fast-paced retail setting.

## **Responsibilities:**

### **Team Support & Supervision**

- Provide day-to-day direction and support to Front-End team members
- Assist with training new employees in terms of job responsibilities and customer service expectations
- Offer ongoing feedback and communicate performance concerns to store leadership
- Help coordinate break and lunch schedules in compliance with labor regulations
- Step in as needed to support checkout or bagging during busy periods
- Responsible for opening and closing the store, including securing the premises and ensuring all operational and safety procedures are properly followed

### **Customer Service**

- Ensure customers are greeted and assisted in a friendly and professional manner
- Respond to customer questions and escalate concerns to store management when appropriate
- Help maintain efficient checkout flow and minimize wait times
- Support a clean, organized, and welcoming front-end environment



### **Operations & Compliance**

- Assist with register oversight, cash handling, and till reconciliation
- Help maintain front-end cleanliness, organization, and supply levels
- Follow and reinforce company safety, health, and security policies
- Support opening and closing procedures as assigned

### **Qualifications & Skills**

- High school diploma or equivalent required
- Prior retail or grocery experience preferred
- Previous lead or supervisory experience a plus
- Strong customer service skills with the ability to resolve issues professionally
- Ability to lead by example and support team members effectively
- Working knowledge of POS systems and cash handling procedures

*Performs other duties as assigned to support front-end operations, customer service, and overall store efficiency in alignment with business needs and daily priorities.*

### **Benefits:**

- Medical, dental, and life insurance coverage
- Employee discount
- 401(k) retirement plan with company matching
- Flexible Spending Account (FSA)
- Paid time off (PTO)
- Competitive referral program
- Employee Assistance Program (EAP)

### **Salary: \$40-60k**

*Compensation is based on relevant experience, demonstrated customer service skills, and the ability to effectively manage multiple responsibilities in a fast-paced environment.*