

## Job Title: Produce Clerk

### Purpose:

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To assist the Produce Manager in maintaining department to meet goals of fresh, attractive product and stellar customer service, according to established guidelines. To substitute for Manager as needed for time off or away.

### Status:

Status: Reports to Produce Manager

21-36 hours per week

Pay Level 3: Lead Clerk

### Essential Responsibilities:

#### I. CUSTOMER SERVICE AND PRODUCT KNOWLEDGE

- A. Perform front-end duties as scheduled or needed (cashiering, bagging, special orders, opening, closing, drawer counts, cleaning, etc.)
- B. Wow customers with a high level of prompt, friendly, and helpful service.
- C. Use perspective-taking to understand and improve the customer experience.
- D. Co-create a department that is inspiring to shop.
- E. Offer tastes, samples, suggestions for purchase and ways to prepare products.
- F. Maintain proactive communication with Manager and other staff.
- G. Be an ambassador for customer needs across the store.
- H. Maintain familiarity with co-op policies, products, systems, and workflow.
- I. Practice continuous improvement.

#### II. MERCHANDISING

- A. Replenish, rotate and rearrange displays following stocking priorities.
- B. Trim, wash, bundle or otherwise prep produce for sale.
- C. Display fruits and vegetables, following 5 Rules of Merchandising
- D. Prepare and display samples for customers.
- E. Cull displays as needed, sorting products with established guidelines.
- F. Ensure accuracy of signage. Create signage as needed or instructed.
- G. Adjust prices as needed or instructed.

#### III. ORDERING/RECEIVING

- A. Receive deliveries, checking for accuracy and reporting quality issues.
- B. Rotate product in and out of proper storage conditions as needed for stocking.
- C. Prepare and submit credit requests and/or orders in absence of manager.
- D. Perform inventory counts as needed for financial accounting or ordering.

#### IV. DEPARTMENT MAINTENANCE

- A. Maintain produce cases, walk-in, prep and storage areas in clean, orderly condition, meeting health department and USDA Organic standards.
- B. Remove trash promptly, sweep and mop floors as requested.
- C. Maintain store equipment/tools in working order. Monitor cooler temperatures. Advise Manager of equipment repair or replacement needs.
- D. Maintain safety awareness; know own physical limitations. Lift carefully and correctly.
- F. Handle hazardous equipment carefully and deliberately, return knives to storage position to avoid unintentional injury,

## **Qualifications:**

### **I. REQUIRED**

- High School diploma or GED.
- Enthusiastic and interested to work in a natural foods co-op.
- Dependable and communicative. Regular, predictable attendance.
- Able to work a variety of shifts including weekends and evenings.
- Willing to give and receive constructive criticism and praise.
- Able to self-direct, prioritize and follow through on tasks.
- Attention to details AND the big picture.
- Able to serve the public in a kind, friendly way.
- Able to safely use sharp knives, box cutters.
- Comfortably lift up to 50 pounds
- Able to stand, walk, stoop, be actively moving for 4-8 hrs at a time.
- Ability to work in hot or cold, dry or wet conditions.
- Able to read and interpret small-print labels or instructions.
- Able to learn and grow to meet the changing requirements of the job.

### **II. PREFERRED**

- Spanish language proficiency.
- Microsoft Excel proficiency.
- Experience in produce, grocery, retail, and/or customer service.
- Familiarity with USDA Organic standards, sustainable food systems.

## **DISCLAIMER NOTICE:**

All elements of the job description listed above are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other duties as circumstances or conditions of its business, competitive considerations or the work environment change.