

NATURAL HARVEST FOOD CO-OP PRODUCE ASSISTANT JOB DESCRIPTION

Purpose: To grow sales and meaningful connections in our community. Specifically, to stock and display fresh produce while providing prompt, friendly, helpful customer service to help meet department goals for sales, margin, labor and customer service. To ensure our displays and shopping environment create a delightful experience for our customers.

Status: Reports to Produce Manager
Pay Level I
Part-time hourly position, 15-25 hours per week

NATURAL HARVEST CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Take initiative to constantly learn about products, product location and policies.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

DEPARTMENT RESPONSIBILITIES

I. MERCHANDISING

- A. Replenish and rotate displays, culling several times daily, following stocking priorities set by Produce Manager.
- B. Trim, wash, bundle produce following priorities set by Produce Manager.
- C. Prepare value-added products as outlined by produce manager.
- D. Prepare produce samples as outlined by the produce manager

II. DEPARTMENT MAINTENANCE

- A. Adhere to quality standards, disposing of damaged or spoiled goods promptly.
- B. Remove trash, clean cases and keep prep and storage areas in clean orderly condition.
- C. Use equipment safely. Notify MOD regarding immediate equipment breakdowns if produce manager not available. Inform Produce Manager of equipment repair and replacement needs.
- D. Be familiar with backstock storage systems and procedures, and with products in backstock.
- E. Assist in maintaining receiving, storage and display areas in clean, orderly and efficient conditions.
- F. Break down boxes for recycling regularly. Take out recycling and trash as needed.
- G. Be alert to condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- H. Participate in regular and thorough cleaning of all work and display areas.

III. RECEIVING

- A. Follow procedures for receiving product, with attention to quality standards.

IV. OTHER

- A. Attend department and storewide meetings.
- B. Perform other tasks assigned by Produce Manager, Assistant Produce Manager or MOD.

QUALIFICATIONS

- Experience in retail produce or willingness to learn about produce and organic growing practices
- Willingness to work in cold, wet conditions.
- Experience serving the public.
- Good communication skills.
- Ability to project friendly, outgoing personality.
- Familiarity with natural foods.
- Organized, accurate, efficient, pays attention to detail.
- Ability to work at least one weekend shift per week
- Ability to lift up to 50 lbs. regularly throughout shift.
- Ability to stand for long periods of time. Ability to twist, bend, squat, lift arms above your shoulders, push and pull heavy loads on carts.
- Predictable and regular attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job.