

## **NATURAL HARVEST FOOD CO-OP ASSISTANT GROCERY MANAGER JOB DESCRIPTION**

**Purpose:** To grow sales and make meaningful connections in our community. Specifically, to receive stock, price and tag product and contribute to the clean, full, attractive appearance of our store. To buy products in accordance with established guidelines and to help ensure the grocery departments meet sales, margin, and labor goals. To assist with merchandising and end-cap planning and rotation. To assist the Grocery Manager in all other aspects of running our grocery departments (Grocery, Refrigerated, Frozen, Bulk, Taxable Groc, Cheese), including supervising, training, scheduling, and evaluating grocery staff. To assist the Grocery Manager in maintaining all areas in back and on the sales floor in clean and orderly condition.

**Status:** Reports to Grocery Manager  
Full-Time, 30-40 hours per week  
Pay Level III

### **NATURAL HARVEST CUSTOMER SERVICE & 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.
- Accurately answer customer questions about products, store policies and co-op ownership.
- Take initiative to constantly learn about products, product location and policies.
- 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 ownership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

### **Responsibilities:**

#### **I. ORDERING**

- Assist with or place orders, following established guidelines, to ensure adequate supply of products and keep out of stocks to a minimum.
- Ensure proper receiving of grocery and frozen products in accordance with established procedures.
- Review all incoming invoices for price changes.

#### **II. MERCHANDISING**

- Ensure displays, freezer cases, endcaps and shelves are fully stocked and rotated, following store merchandising guidelines.
- Ensure accurate, up-to-date shelf tags and POS entries for all new items.
- Verify monthly sales and specials signage is accurate.
- Build endcap displays and ensure correct signage as directed by the Grocery Manager.

#### **III. DEPARTMENT MAINTENANCE**

- Check for out-of-date products and keep accurate shrinkage records.
- Coordinate storage of items to be returned to suppliers and ensure unsellable items are properly disposed of.
- Ensure that shelves, aisles, and storage areas are kept in clean, orderly condition, meeting health department standards.
- Participate in regular inventory counts.

- Keep department equipment in working order. Advise Grocery Manager of equipment problems or needs.

#### **IV. OTHER**

- Attend department and storewide meetings
- Perform other tasks assigned by Grocery Manager

#### **QUALIFICATIONS**

- Experience in retail grocery.
- Excellent communication skills, time management & teamwork skills
- Demonstrated ability to handle multiple demands.
- Ability to handle multiple demands and stay calm.
- Experience serving the public with exceptional customer service skills
- Ability to project friendly, outgoing personality.
- Familiarity with natural foods and desire to continuously learn about new products and trends in the industry. Willingness and ability to learn and grow to meet the changing requirements of the job.
- Proficiency in Microsoft office and POS systems
- Extraordinary attention to detail and ability to work independently
- Willing to work at least one weekend day and at least one closing shift per week
- Ability to lift 50 lbs frequently throughout your shift, occasionally up to 60 lbs
- Ability to lift boxes/products above your shoulders frequently (up to 40 lbs)
- Ability to stand and move around for up to 8 hours per shift
- Ability to push & pull heavy loads on carts frequently
- Ability to squat and twist frequently and use step stools/ladders to reach high shelves
- Ability to work in cold environments (coolers & freezers) for an extended period of time during your shifts
- Regular and predictable attendance