

NATURAL HARVEST FOOD CO-OP GROCERY LEAD JOB DESCRIPTION

Purpose: To grow sales for our store and to grow meaningful connections in the community while providing prompt, friendly customer service. To select, price, promote and assist customers with purchases of items in the grocery departments. To maintain appropriate levels of stock and minimize product spoilage to help the grocery department meet objectives for sales, margin, inventory turns, labor and customer service. To help with all other aspects of the grocery department, including receiving, stocking, signage, culling.

Status: Reports to Grocery Manager
Pay Level II - Hourly/Non-Exempt
Part-Time 12-29 hours per week
Full-Time 30-40 hours per week

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:

GROCERY DEPARTMENT STOCKING

- Ensure displays, refrigerator cases, freezer cases, bulk containers, endcaps and shelves are fully stocked and rotated, following store merchandising guidelines and priorities set by Grocery Manager
- Ensure all orders are received per store procedures. Assist with coding of invoices, calling for credit and disposing of damaged or culled items.
- Assist with replenishment buying for all departments per buying guidelines, to meet department sales and margin goals and as directed by the Grocery Manager.
- Assist with pricing according to department guidelines and ensure that all products have current shelf and sale tags.
- Ensure and maintain regular sampling schedule
- Prepack bulk items and slice cheese according to procedures
- Maintain receiving, storage and display areas in clean, orderly and efficient conditions.
- Break down boxes for recycling regularly. Take out recycling and trash as needed.
- Be familiar with backstock storage systems and procedures, and with products in backstock.
- Follow system to check sell-by dates on an ongoing basis. Handle products close to sell-by dates according to procedure or instructions. Shrink expired product and store or dispose of properly.
- Be alert to condition of customer areas, ensuring cleanliness and safety for customers and staff at all times

PURCHASING

- Negotiate with suppliers for favorable prices, terms, quality, delivery, etc.
- Evaluate suppliers and investigate new sources of supply.
- Be aware of industry trends and changes and use this knowledge to choose appropriate products.
- Ensure adequate and timely supply of both regular products and promoted products to keep out of stocks to a minimum.
- Ensure proper receiving of products in accordance with established procedures.
- Implement best practices for margin and inventory management to meet goals.
- With Grocery Manager, set sales, margin and inventory turn goals for the grocery departments.
- Review monthly and quarterly reports, make changes if necessary.
- Set quarterly SMART goals to achieve department sales and margin goals. Review with Grocery Manager.

MERCHANDISING

- Ensure bins, displays and shelves are fully stocked and rotated, use store merchandising guidelines.
- Work with Grocery Manager to assess merchandising needs.
- Ensure items stocked meet movement standards appropriate for the type of product. Review product movement reports regularly and make informed product decisions.
 - Assist in development of stocking procedures, developing stocking priorities and training stockers on stocking procedures.
 - Ensure all product costs are in POS system, and get updated regularly.
 - Ensure accurate, up-to-date shelf tags and POS prices for department items.
 - Ensure accurate, up-to-date uniform department signs.

DEPARTMENT MAINTENANCE

- Coordinate storage of items to be returned to suppliers. See that unsellable items are properly disposed of. Keep accurate shrinkage records.
 - Ensure that shelves, displays, aisles and storage areas in clean, orderly condition, meeting health department standards.
 - Participate in regular inventory counts. Train other staff to take inventory if necessary.
 - Ensure maintenance of department equipment in working order. Advise General Manager of equipment problems or needs.

OTHER RESPONSIBILITIES

- Review departmental financial reports (sales, labor, margin) and take corrective action as needed.
- Attend storewide meetings.
- Perform other tasks assigned by the Grocery Manager.

QUALIFICATIONS

- Experience in retail grocery.
- Ability to project friendly, outgoing personality.
- Communications skills--good listener, clear instructions.
- Ability to handle multiple demands.
- Demonstrated ability to follow through on commitments.
- Computer proficiency, including Microsoft Word and Excel
- Ability to regularly lift 50 lbs.
- Ability to lift over your shoulders. Push and pull loaded carts.
- Ability to work in cold and damp environment (coolers, freezer, receiving area)
- Manual dexterity with hazardous equipment
- Knowledge of natural products.
- Able to work at least one weekend day and two closing shifts per week.