

NATURAL HARVEST FOOD COOPERATIVE

GROCERY ASSISTANT JOB DESCRIPTION

Purpose: To grow sales for our store and to grow meaningful connections in the community while providing prompt, friendly customer service. Specifically, to perform the tasks necessary to receive, stock and tag products according to established procedures. To ensure our store shelves are clean, full, and attractive and easily shoppable. The Grocery Assistant works in the grocery, refrigerated, frozen, bulk, and general merchandise departments of the store.

Status: Reports to Grocery Manager
Pay Level I - 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:

I. GROCERY DEPARTMENT STOCKING

- A. 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
- B. Ensure all orders are received per store procedures. Assist with coding of invoices, calling for credit and disposing of damaged or culled items.
- C. Assist with replenishment buying for all departments per buying guidelines, to meet department sales and margin goals and as directed by the grocery manager.
- D. Assist with pricing according to department guidelines and ensure that all products have current shelf and sale tags.
- E. Ensure and maintain regular sampling schedule
- F. Prepack bulk items and slice cheese according to procedures
- G. Maintain receiving, storage and display areas in clean, orderly, and efficient conditions.
- H. Break down boxes for recycling regularly. Take out recycling and trash as needed.
- I. Be familiar with backstock storage systems and procedures, and with products in backstock.
- J. 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 products and store or dispose of properly.
- K. Be alert to condition of customer areas, ensuring cleanliness and safety for customers and staff at all times

- L. Ensure regular and thorough cleaning of all work and display areas; including grocery shelves, bulk containers, coolers & freezers.
- M. Assist with the quarterly inventory count of all grocery department back-stock; including bulk, refrigerated, frozen, meat and cheese.

II. OTHER

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

QUALIFICATIONS

- 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
- Basic computer skills (Microsoft Word, email, etc)
- 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 during your shifts
- Regular and predictable attendance