

## **NATURAL HARVEST FOOD COOPERATIVE**

### **PRODUCE/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 cull products to maintain attractive merchandising displays that are abundant and pleasing to our customers.

**Status:** Reports to Produce Manager & 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**

- 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. Shrink expired products and store or dispose of properly.
- Be alert to condition of customer areas, ensuring cleanliness and safety for customers and staff at all times

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

## **II. PRODUCE DEPARTMENT STOCKING & MERCHANDISING**

- Replenish and rotate displays, culling several times daily, following stocking priorities set by Produce Manager.
- Trim, wash, bundle produce following priorities set by Produce Manager.
- Prepare value-added products as outlined by produce manager.
- Prepare produce samples as outlined by the produce manager
- Follow procedures for receiving product, with attention to quality standards.

## **III. DEPARTMENT MAINTENANCE**

- Adhere to quality standards, disposing of damaged or spoiled goods promptly.
- Remove trash, clean cases and keep prep and storage areas in clean orderly condition.
- Use equipment safely. Notify Manager of equipment repair and replacement needs.
- Be familiar with backstock storage systems and procedures, and with products in backstock.
- Assist in maintaining 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 alert to condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- Participate in regular and thorough cleaning of all work and display areas.

## **IV. OTHER**

- Attend department and storewide meetings.
- Perform other tasks assigned by management.

## **QUALIFICATIONS**

- Experience in retail produce or willingness to learn about produce and organic growing practices
- Familiarity with natural foods and desire to continuously learn about new products and trends in the industry
- Experience serving the public with exceptional customer service skills
- Ability to project friendly, outgoing personality
- Ability to handle multiple demands and stay calm.
- Willingness to work in cold, wet conditions.
- Good communication skills.
- 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
- 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
- Predictable and regular attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job.