

## **NATURAL HARVEST FOOD CO-OP PRODUCE ASSISTANT JOB DESCRIPTION**

**Purpose:** To grow sales for our store and grow meaningful connections in our 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  
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.

### **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.