



Produce Clerk

JOB SUMMARY

Position: Produce Clerk

Reports to: Produce Manager

Status: Part Time/Full Time

Rate: Hourly/Non-Exempt

Summary

Provide excellent and accurate customer service to customers at all times under the direction of the Produce Manager. Responsible for assisting in stocking, receiving, and displaying of organic and conventional produce. Ensure the highest level of service possible for all Prairie Roots owners, customers, and general public at all times.

RESPONSIBILITIES

Customer Service

- Provide prompt, friendly and courteous customer service at all times.
- Answer customer questions, requests, and feedback. Take steps to ensure the needs of customers are met in a timely fashion.
- Offer samples, suggestions, and product information to customers.
- Maintain familiarity with all areas of the store to best assist customers.
- Inform customers of pertinent store information.
- Maintain familiarity with monthly specials and promotions.
- Become familiar with Co-op values, policies and procedures in order to answer customer questions.
- Answer and route phone calls, take and route messages as needed.

Daily Operations

- Stock and maintain attractive produce displays, using color and texture to enhance; give impression of abundance and quality, while maintaining proper storage conditions.
- Trim, wash, bundle produce as needed.
- Ensure displays are replenished, rotated, culled for dated or low quality items several times daily following department procedures.

- Ensure that department shelves, displays, aisles, & storage areas are in clean, orderly condition, meeting health department & ADA standards.
- Maintain department equipment in working order. Monitor cooler and freezer temperatures and follow established procedures for reporting issues.
- Maintain accurate, up-to-date product signage throughout the department. Notify management of price errors or discrepancies.
- Help unload deliveries as needed.
- Check in and sign for deliveries, verifying quantity and quality. Route appropriate paperwork to the Produce Manager.

Other

- Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- Take initiative to increase your own product knowledge in all departments.
- Orient and be helpful to new employees.
- Set a positive example for co-workers.
- Participate in periodic department meetings.
- Participate in periodic inventory counts.
- May be required to cross train and assist other areas in the store when needed.
- Accept other duties as assigned by supervisor.
- Support special co-op events.

Qualifications

- Experience working in a retail store environment.
- Knowledge of whole, natural, and organic foods.
- Organized, consistently follows through on commitments.
- Ability to work under pressure in a fast-paced environment.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear directions, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Manual dexterity with hazardous equipment.
- Ability to lift 50+ pounds.
- Ability to stand for long periods.
- Regular, predictable attendance.
- Open availability including nights and weekends.
- Willingness and ability to learn and grow to meet the changing requirements of the job.