



SOUTH PHILLY FOOD CO-OP EST. 2010

job description: PRODUCE CLERK

purpose: To display and promote fresh produce and support department objectives for sales, margin, inventory turns, labor, and customer service.

status: Reports to Produce Department Manager or Assistant PDM | Full Time: 32+ hours a week, or Part Time: hours vary

responsibilities:

1) MERCHANDISING

- a) Display fruits and vegetables using color and texture to enhance; give impression of abundance and quality, while maintaining proper storage conditions.
- b) Trim, wash, bundle produce, following priorities set by Produce Department Manager.
- c) Replenish and rotate displays, following stocking priorities set by Produce Department Manager.
- d) Cull displays several times daily, recording and disposing of low-quality produce following established procedures. Maintain accurate shrinkage records.
- e) Offer tastes, samples, suggestions for purchase and ways to prepare products.
- f) Maintain accurate, up-to-date uniform department signs.

2) CUSTOMER SERVICE

- a) Assist customers with produce questions in prompt friendly courteous manner.
- b) Help customers place & pick up special orders.
- c) Report produce department customer suggestions, comments, & complaints to the Produce Manager.

3) RECEIVING

- a) Check deliveries for damage, quality and accuracy, notify Produce Department Manager of discrepancies.
- b) Handle returns and obtain credit from suppliers for products, as directed by Department Manager
- c) Help with unloading as needed; Stock as appropriate onto sales floor; Rotate deliveries into storage following FIFO.
- d) Ensure accurate, up-to-date prices of produce products in POS system and on shelf tags and signs.

4) DEPARTMENT MAINTENANCE

- a) Maintain produce department shelves, displays, aisles, prep & storage areas in clean, orderly condition, meeting health department & ADA standards.
- b) Mark down items as needed to reduce losses.
- c) Fulfill department protocol for items to be returned to suppliers. See that unsellable items are properly stored or disposed of. Keep accurate shrinkage records.
- d) Remove trash promptly, sweep and mop retail area floors frequently.
- e) Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. Notify Produce Manager of equipment problems or needs.
- f) Participate in inventory counts.

5) OTHER RESPONSIBILITIES

- a) Attend department and storewide meetings.
- b) Perform other tasks assigned by Shift Leader, Produce Manager, or General Manager.
- c) Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- d) Answer & route phone calls, take and route messages as needed.

QUALIFICATIONS:

- Experience in retail produce.
- Familiarity with natural foods.
- Ability to project friendly, outgoing personality.
- Experience serving the public.
- Organized, consistently follows through on commitments.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear communication, good listener.
- Ability to lift 60+ pounds.
- Ability to stand for long periods.
- Ability to work in cold, wet conditions.
- Manual dexterity with hazardous equipment.
- Willingness to work one or more weekend days.
- Willingness to work nights.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

DESIRED:

- Knowledge of current trends in natural foods industry.
- Knowledge of organic and commercial growing practices, and organic certification regulations.