

## Produce Clerk

Job Description

Reports Directly to Produce Lead and Produce Manager

Nonexempt

### Position Summary

Orcas Food Co-op's Produce Clerks are responsible for assisting with ordering, receiving, stocking and display of produce, maintaining department cleanliness, and providing excellent customer service to customers/members, coworkers, and vendors. Additionally, Produce Clerks may assist with cashiering, breaking front end staff, and gathering orders for Curbside Pick-up and/or Delivery as needed.

### Tasks and Responsibilities

- a. Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining Co-op standards, solid product knowledge, explaining store policies and procedures concisely, maintaining an awareness of all promotions and advertisements and all other aspects of customer service;
- b. Respond promptly and courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions;
- c. Maintain working knowledge of produce items being carried by the department, anticipating seasonal changes, and being able to comfortably discuss products with customers.
- d. Receive product deliveries, ensuring order and invoice accuracy;
- e. Stocks, rotates, merchandises and faces product according to department procedure;
- f. Maintain back-stock areas according to departmental standards, catalogs and codes invoices, separate special orders, updates and files paperwork;
- g. Document out of stock and waste items following departmental procedures;
- h. Ensure department sanitation, cleanliness and safety standards are met;
- i. Follow all Health Department regulations;
- j. Keep supervisor informed of any problems and/or ideas;
- k. Participate in team, staff, and other meetings as scheduled;
- l. Performs other duties as assigned;
- m. Maintain vision of the "Big Picture" for the store as a whole while simultaneously attending to details in the produce department;
- n. Know and promote Co-op principles and Mission, explain membership clearly and efficiently and follow Co-op work policies and procedures;
- o. Assist Grocery Clerks with ringing up customers, break coverage and other duties to assure adequate register coverage during busy times;
- p. Assist with gathering orders for Curbside Pick-up and/or Delivery as needed.

### Job Requirements and Competencies

- a. Outgoing and good at networking;
- b. Knowledge of proper food handling procedures;
- c. Ability to provide excellent, professional customer service;
- d. Ability to handle stress and to treat customers and co-workers with respect even in difficult situations;



# ORCAS FOOD CO-OP

- e. Available to work a variety of shifts including mornings and weekends, show up for shifts on time and ready to work;
- f. Ability to work independently and as part of a team;
- g. Communicate openly and honestly and in a manner that is mutually respectful;
- h. Passion for local food and agriculture;
- i. Willingness to assist co-workers with anything that is necessary or requested;
- j. Self motivated;
- k. Ability to organize tasks efficiently, maintain focus and stay productive throughout shift;
- l. Willing and able to accept direction and follow through with delegated tasks;
- m. Ability to work quickly, efficiently and in some cases independently in a fast paced environment;
- n. Ability to learn quickly, prioritize effectively and demonstrate good judgment;
- o. Comfortable asking questions and asking for help when needed;
- p. Consistently practice good personal hygiene;
- q. Excellent communication, organizational and multitasking skills;
- r. Ability to read and interpret documents such as invoices, order lists and department manuals;

## **Physical Requirements**

- a. Ability to lift 50 lbs.
- b. Ability to stand for long periods, bend and twist repeatedly, lift product overhead, and/or to climb ladders with product.

## **Benefits Include**

- a. 20% Staff discount
- b. 50% deli meal discount when working
- c. Paid vacation
- d. Paid personal leave
- e. Paid lunch breaks
- f. Free Yoga classes
- g. Employee Charge Account
- h. Access to staff “free bin”
- i. Employee Assistance Program (EAP)