



Produce Lead

Job Description

Reports Directly to Produce Manager

Nonexempt

Position Summary

Orcas Food Co-op's Produce Lead will work closely with the Produce Manager to coordinate the day-to-day operations within the Produce Department. This includes overseeing the ordering through wholesale distributors, weekly sales, receiving, stocking and display of produce, sampling, overseeing department cleanliness, and providing excellent customer service to customers/members, coworkers, and vendors. All management and staff work together to uphold the mission of the Co-op.

By stepping into this lead position, you are becoming a Co-op Culture Keeper: A wise and responsible leader to Orcas Food Co-op staff and members. As a Co-op Leader, you are expected to lead by example with integrity and a cooperative spirit. You are expected to clearly communicate your department's needs to Co-op management, eradicate gossip and negativity, and uphold the Co-op's policies.

Just as the co-op is continually working toward improving systems and achieving greater efficiency to better serve our members, staff, and community, this document is also a living and evolving collaboration for improvement. Tasks and responsibilities are subject to change. Recommendations are welcomed!

Tasks and Responsibilities

- a. Perform all duties outlined in the Produce Clerk job description
- b. Under the supervision of the Produce Manager; train new Produce Clerks in department policies, procedures and expectations
- c. Assist Produce Manager with updating and maintaining produce training manual.
- d. Work with Produce Manager to create weekly plans for produce orders and deliveries including negotiating with vendors as necessary.
- e. Assist with inventory
- f. Communicate to Produce Manager about staff concerns as necessary to maintain morale, department communication and working conditions
- g. Ensure that all produce displays and equipment are cleaned regularly as needed
- h. Maintain a high level of familiarity with all produce products in order to address staff and customer questions and concerns
- i. Ensure that all produce has accurate signage in alignment with state and federal regulations.
- j. Assist Produce Manager in maintaining accurate PLUs and prices in the POS system.
- k. In absence of the Produce Manager, the Produce Lead shall act to supervise all ordering and operations within the department

Job Requirements and Competencies

- a. Ability to communicate professionally with farmers, vendors, and customers
- 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;
- e. Ability to hold sensitive information confidential
- f. Available to work a variety of shifts including mornings and weekends, show up for shifts on time and ready to work;
- g. Ability to work independently and as part of a team;
- h. Communicate openly and honestly and in a manner that is mutually respectful;
- i. Passion for local food and agriculture;
- j. Willingness to assist co-workers with anything that is necessary or requested;
- k. Self motivated;
- l. Ability to organize tasks efficiently, maintain focus and stay productive throughout shift;
- m. Ability to notice discrepancies and ask clarifying questions to ensure accuracy and efficiency in department operations;
- n. Willing and able to accept direction and follow through with delegated tasks;
- o. Ability to work efficiently while maintaining a high standard of excellence in quality of work in a fast paced environment;
- p. Ability to learn quickly, prioritize effectively and demonstrate good judgment;
- q. Comfortable asking questions and asking for help when needed;
- r. Consistently practice good personal hygiene;
- s. Excellent communication, organizational and multitasking skills;
- t. Ability to read and interpret documents such as invoices, order lists and department manuals;
- u. Must be at least 18 years of age;

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 at the Orcas Mandala Studio
- g. Employee Charge Account
- h. Access to staff "free bin"
- i. Employee Assistance Program (EAP)