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## **Produce Clerk:** Job Description

Reports Directly to Produce Manager

Nonexempt

Starting Wage: \$18.50 - \$22.50 hourly

Full-time seasonal with potential for year round

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### **Position Summary**

Orcas Food Co-op's Produce Clerks are responsible for assisting with ordering, receiving, stocking and displaying produce, maintaining department cleanliness, and providing excellent customer service to customers/members, coworkers, and vendors. Additionally, Produce Clerks assist with cashiering and breaking front end staff.

### **Tasks and Responsibilities**

- a. Ensure that each customer receives outstanding service by:
  - i. Providing a friendly environment, which includes maintaining Co-op standards, and explaining store policies and procedures concisely (such as membership, house charge accounts, and the Provisions program, store hours, returns, etc.)
  - ii. Respond promptly and courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions.
- b. Maintain working knowledge of produce items being carried by the department, anticipating seasonal changes such as locally sourced produce, and being able to comfortably discuss products with customers.
- c. Process deliveries according to department procedure, ensure that invoices are kept for later processing, and notify the lead or manager of low-quality items received.
- d. Stock, rotate, merchandise and face product according to department procedure.
- e. Maintain back-stock areas according to departmental standards.
- f. Document out of stock and waste items following departmental procedures.
- g. Ensure department sanitation, cleanliness and safety standards are met.
- h. Follow all Health Department regulations.
- i. Keep supervisor informed of any problems and/or ideas. Let appropriate people know of pricing errors, PLU errors, un-priced items and any customer incidents.
- j. Participate in team, staff, and other meetings as scheduled.
- k. Assist with inventory.
- l. Assist Grocery Clerks with ringing up customers, break coverage and other duties to assure adequate register coverage during busy times.
- m. Limit personal conversations with customers and staff while on the clock.
- n. Performs other duties as assigned.

### **Job Requirements and Competencies**

- a. Available to work a variety of shifts including mornings, evenings and weekends, show up for shifts on time and ready to work.
- b. Ability to handle stress and to treat customers and co-workers with respect even in difficult situations.
- c. Demonstrate good judgment and troubleshooting ability.
- d. Ability to work independently and as part of a team.



- e. Communicate openly and honestly and in a manner that is mutually respectful.
- f. Ability to prioritize, work quickly, efficiently, and maintain focus and productivity in a fast-paced environment, in some cases independently.
- g. Willing and able to accept direction, follow through with delegated tasks, and to notice and take on extra projects that need attention when time allows.
- h. Ability to read and interpret documents such as invoices, order lists and SOPs (Standard Operating Procedure documents).
- i. Consistently practice good personal hygiene.
- j. Hold a current Washington State Food Handlers Card and possess knowledge of proper food handling procedures.

### **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. 25% Staff discount
- b. 50% deli meal discount when working
- c. Paid vacation
- d. Paid personal leave
- e. Paid lunch breaks
- f. \$135 Monthly Credit at Healing Arts Center (20+hrs)
- g. Reduced Fee Gym Membership
- h. \$300 Healthcare Reimbursement Arrangement (30+hrs, effective after 90 days)
- i. Employee Charge Account
- j. Access to staff "free bin"