

VIROQUA FOOD CO-OP PRODUCE STOCKER JOB DESCRIPTION

Purpose: To stock and display fresh produce while prompt, friendly, helpful customer service to help meet department goals for sales, margin, labor and customer service.

Status: Reports to Produce Manager
Level 1 Pay Range \$12.00 to \$ 14.75 / hr

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

Customer Service

- A. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- B. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- C. Provide product information and educational materials to customers and staff.
- D. Ensure quick response to customer questions and concerns.
- E. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

DEPARTMENT RESPONSIBILITIES

1. Assist customers with produce questions and special orders. Offer samples and suggestions for purchase and preparation in friendly, courteous manner.
2. Replenish and rotate displays, culling several times daily, and following stocking priorities set by Produce Manager.
3. Trim, wash, bundle produce, following priorities set by Produce Manager.
4. Dispose of damaged or spoiled goods promptly, record department shrink promptly and accurately.
5. Remove trash, clean cases and keep prep and storage areas in clean, orderly condition.
6. Use equipment safely. Fork Lift operation and safety for receiving products/deliveries. Monitor cooler and walk-in temperatures, display coolers, and follow procedures for handling breakdowns. Advise Produce Manager of equipment repair and replacement needs.
7. Participate in periodic inventory both monthly and quarterly.
8. Attend and participate in department meetings and all-staff meetings.
9. Perform other tasks assigned by Produce Manager.

QUALIFICATIONS

- Ability to lift 50 lbs. regularly
- Familiarity with, or interest in produce
- Experience serving the public
- Ability to stand for long periods
- Manual dexterity with hazardous equipment
- Ability to project friendly, outgoing personality
- Regular, predictable attendance
- Willingness and ability to grow to meet the changing requirements of the job

THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:

Customer Service

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

Communication

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

Mission Integration

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

Personal Effectiveness

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

Performance Standards

Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.

- Wears protective clothing as required for position.