

VIROQUA FOOD CO-OP PRODUCE DEPARTMENT BUYER JOB DESCRIPTION

Purpose: To order, maintain full displays, and receive designated products to meet objectives for sales, inventory turns and provide customer service.

Status: Reports to Produce Manager
Pay Level 3

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.

I. REPLENISH BUYING

- A. Place orders to ensure regular supply, and adequate supply for sale items.
- B. Meet order deadlines as set by vendors and Produce Manager.
- C. Receive orders following established procedures. Obtain credit from vendors as needed.

II. MERCHANDISING

- A. Maintain attractive, fully stocked and rotated produce sets.
- B. Maintain accurate, uniform, up-to-date shelf tags and other department signs.
- C. Provide product information to customers, other staff and newsletter.

III. DEPARTMENT MAINTENANCE

- A. Ensure that unsellable items are returned or otherwise properly disposed of, following established procedures. Keep accurate shrinkage records.
- B. Ensure that department areas (aisles, shelves, bins, and storage areas) are in clean, orderly condition, meeting health department standards.
- C. Participate in physical inventory counts.
- D. Maintain department equipment in working order. Advise your direct Manager of equipment problems or needs.

IV. OTHER RESPONSIBILITIES

- A. Work with Produce manager to order for promotions
- B. Attend buyers' and all-staff meetings.
- C. Perform other tasks assigned by Manager.

QUALIFICATIONS

- Well-organized, pays attention to detail.
- Demonstrated ability to handle multiple demands.
- Ability to lift 50 lbs.
- Experience ordering retail natural foods.
- Knowledge of trends in natural foods industry.
- 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.