

## **Viroqua Food Co+op Assistant Produce Manager Job Description**

### **Purpose**

The Produce Assistant Manager is responsible for coordinating the regular functions of the Produce department. In coordination with the Department Manager, this position oversees ordering, inventory levels, and supervises department staff. Supervision includes scheduling, evaluation, and performance management of department employees.

### **Status**

Reports to Produce Manager. Pay Level 5; \$15 - \$20 per hour, dependent on experience

### **Responsibilities**

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

### **Customer Service**

- Offer consistent, fair, and respectful customer interactions (both internal and external customers).
- Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- Provide product information and educational materials to customers and staff.
- Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
- 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.

### **1. Customer Experience**

- a. Model, provide, and ensure customers receive prompt, friendly and courteous services in a professional manner that markets our cooperative advantage.
- b. Maintain a calm and friendly demeanor with all customers and in all situations.
- c. Monitor and ensure that staff keep work areas neat, clean, and orderly.

### **2. Department Operations**

- a. Order, receive, and merchandise produce products following proper guidelines for merchandising, rotation, sanitation, pricing, mechanizing, and organic quality standards.
- b. Consistently replenish products to ensure freshness and visibility.
- c. Accept, order, receive, stock, and retrieve special orders.
- d. Follow proper procedures for opening and closing.
- e. Maintain inventory of products and supplies.
- f. Handle product returns from customers and arrange returns and credits to vendors.
- g. Conduct price changes and signage orders following department procedures.
- h. Ensure accurate and sanitary product processing, packaging, labeling, dating, and pricing according to department procedures.
- i. Maintain a working knowledge of department vendors, their products, and trends including how these suppliers meet our quality standards.
- j. Maintain a working knowledge of department delivery schedules.
- k. Receive orders, weigh in product, inspect for quality, record date received, and fill out receiving reports and other paperwork as needed.
- l. Organize and maintain cleanliness of walk-in cooler and all work areas, rotating product and noting products that need to be ordered.
- m. Follow department procedures for processing known loss, invoices, special orders, and transfers.
- n. Rotate all product using first in, first out (FIFO).

- o. Maintain department sanitation standards following proper Good Organic Retailing Procedures (GORP) for cleaning utensils, counters, sinks, cutting surfaces, walls, and floors.
3. **Personnel Management**
  - a. In collaboration with the Produce Manager create, develop, communicate, implement, audit, and evaluate SOPs – and make adjustments accordingly.
  - b. Know and adhere to all aspects of the Employee Handbook, current policies and procedures, safety programs, and collective bargaining agreements.
  - c. Establish clear expectations and support for direct reports.
  - d. Delegate and assign tasks for department personnel as needed and ensure tasks are completed.
  - e. Provide adequate and timely communication with the Produce Manager with regards to problems/concerns, opportunities, recognition, and other matters of importance.
  - f. Supervise work performance and conduct of personnel and support the Co-op's performance management practices.
  - g. Model behaviors that support the values of the Co-op, through supportive and participatory leadership, promoting cooperation, team building, and motivating employees to achieve goals.
  - h. Immediately address and report concerns with employee behaviors or work performance to the Produce Manager and support them in investigating and addressing the concern appropriately.
  - i. Cooperate with the Produce Manager as needed to assist with employees' contribution to the overall departmental goals and vision for the co-op.
  - j. Ensure new hires are trained appropriately and effectively.
  - k. Contribute to regular performance evaluations and provide coaching as needed.
  - l. Support the Co-op's security and safety protocols.
  - m. Note absences, tardiness, shift changes, and other variances or patterns according to procedure. Reallocate labor as needed to meet operating needs.
  - n. Coordinate and authorize breaks for staff in accordance with Co-op policy, collective bargaining agreement, and the needs of the department.
  - o. Support VFC Co-op's marketing and outreach initiatives and contribute to marketing, outreach, and events as requested.
  - p. Model communications with staff that are timely, clear, direct, and respectful.
  - q. Model leadership behaviors to motivate staff and encourage teamwork.
  - r. Treat staff equitably, fairly, consistently, and with respect.
4. **Financial Accountability**
  - a. Work with the Produce Manager on scheduling needs and budgeting as requested.
5. **Other Duties**
  - a. Uphold all Co-op policies, procedures, and expectations.
  - b. Assist in inventory counts, storewide cleaning, and other projects as needed.
  - c. Attend meetings and events as requested.
  - d. Ensure equipment repair and maintenance is communicated to appropriate personnel and make adjustments until equipment has been improved.
  - e. Maintain working knowledge of and ability to perform all duties of direct reports.
  - f. Adhere to department dress code.
  - g. Demonstrate support for the cooperative values and principles daily.
  - h. Compile information and contribute to reports as needed.
  - i. Perform other duties and work in other departments as assigned.

**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 logbooks.

### ***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.