

## First Alternative Position Description

<b>Title:</b> Produce Stocker <b>Wage Scale:</b> 12 <b>FLSA Status:</b> Non-Exempt <b>Supervisor:</b> Produce Dept Manager	<b>Department:</b> Produce <b>New Position:</b> <b>Existing Position:</b> X
	<b>Effective Date:</b> July 15, 1995 <b>Revision Date:</b> February 2012 <b>Approved by:</b> <i>Cindee Lolik</i> <b>Date:</b> 2/13/12

### Position Summary

As a member of the Produce team, the Produce Stocker cleans, prepares and stocks produce and creates displays. This position may also receive orders and process invoices. Most duties are completed on the sales floor and require a high level of customer service, including sharing product knowledge and education through conversation, sampling or written materials.

### MINIMUM QUALIFICATIONS AND EXPERIENCE:

#### EDUCATION

- High School diploma or equivalent

#### KNOWLEDGE, SKILLS AND ABILITIES

- Must be able to lift 50# boxes.
- Ability to mentor and direct Owner-Workers.
- Of legal age to sell alcohol (18 yrs).
- Able to work with minimal supervision.
- Ability to receive deliveries and process invoices accurately.
- Previous natural foods store experience, preferred.
- Previous experience in produce helpful but not required.
- Ability to work in cold/wet conditions.
- Willingness and ability to grow to meet the changing requirements of the job.
- Ability to communicate clearly, follow directions, make positive suggestions, and be open to instruction.

### ESSENTIAL FUNCTIONS:

#### Produce Stocking

- Responsible for setting up and maintaining produce displays throughout shift.
- Rotate produce when stocking.
- Follow Produce Department designs, guidelines, and instructions for produce displays.
- Maintain signage in appropriate places and ensure legibility and accuracy.
- Cull unmarketable produce.
- Keep Produce areas neat and clean with bountiful fresh produce.
- Participate in periodic produce resets.

- Complete closing duties each shift as listed in department.
- Follow special procedures for handling certified organic and non-organic produce.
- Follow-up on items without shelf tags or prices. Notify department manager or POS person on items that need to be corrected in the POS system.

### **Receiving – as assigned**

- Check invoices and note discrepancies.
- Inspect produce for poor quality, damaged items.
- Ensure boxes are labeled with accurate information.
- Efficiently put deliveries away following department receiving guidelines including placing them in appropriate areas.

### **Customer Service**

- Answer all Produce-related customer questions.
- Greet customers in a friendly manner.
- Accompany customers to other staff as needed to answer questions.
- Conduct samplings of Produce products.
- Take the initiative to increase your own product knowledge.
- Serve as back-up cashier as needed.
- Provide assistance with special orders, product questions and research, and follow through as needed.
- Assist customers with placing or picking up special orders.
- Understand and communicate to customers the ordering schedule for out-of-stocks and special orders.
- Adhere to First Alternative's Customer Service Standards.
- Follow the 3 and 5 steps to delivering excellent customer service to customers and co-workers alike.
- Follow the 10/4 rule when on the operational floor.

### **Owner-Worker Mentoring**

- Coach Owner-Workers on your shift as necessary to ensure proper performance.
- Clearly and accurately communicate instructions or special requirements to Owner-Workers.
- Check on Owner-Workers to ensure accurate placement of product.
- Complete and submit, in a timely manner, a 3-month and annual evaluation for Owner-Workers working your shifts.
- Handle daily questions and concerns of Owner-Workers.
- Assist Owner-Workers in prioritizing tasks.

### **Team Work**

- Communicate with co-workers on a daily basis about department changes or concerns.
- Attend and contribute to department meetings.
- Respect the common work space (e.g. cleaning-up at end of shift, maintaining organization, suggesting improvements, etc).
- Maintain a pleasant, helpful relationship with co-workers and contribute to a positive work environment.
- Read and utilize department shift-to-shift log and staff logbook daily.

**General**

- Help to keep department equipment in working order.
- Remain current with products and their locations in the store.
- Continually develop knowledge of products in department.
- Help maintain dept resources on products, recipes and sampling within department.
- Provide constructive feedback to Department Manager about department functioning.
- Participate in quarterly inventory and department resets as needed.

**Other Duties And Responsibilities**

- Maintain a safe work environment (e.g. clean as you work, assist with customer spills, report hazards to supervisor, reduce clutter).
- Attend all mandatory meetings and trainings.
- Perform other tasks as assigned by Supervisor or Person-In-Charge
- Follow policies and procedures of First Alternative Coop.

**PHYSICAL DEMAND:**

A. The physical effort typically applied in this job includes (all applicable boxes are checked):

<input checked="" type="checkbox"/>	Lifting	<input checked="" type="checkbox"/>	Pulling	<input checked="" type="checkbox"/>	Reaching	<input type="checkbox"/>	Climbing
<input checked="" type="checkbox"/>	Carrying	<input checked="" type="checkbox"/>	Pushing	<input checked="" type="checkbox"/>	Standing for extended periods	<input type="checkbox"/>	Keying/typing
<input checked="" type="checkbox"/>	Working in cold/wet conditions						

**ATTENDANCE:**

Compliance with general company standards is acceptable.