



PRODUCE CLERK JOB DESCRIPTION

PURPOSE: To display and promote fresh produce and support department objectives for sales, margin, inventory turns, labor and customer service.

STATUS: Reports to Produce Department Manager or in Assistant Produce Buyer in Manager's absence
Supervise Hands On Owners on shift
Full Time; 32+ hours a week

RESPONSIBILITIES:

- 1) **MERCHANDISING**
 - a) Display fruits and vegetables using color and texture to enhance; give impression of abundance and quality, while maintaining proper storage conditions.
 - b) Trim, wash, bundle produce, following priorities set by Produce Department Manager.
 - c) Replenish and rotate displays, following stocking priorities set by Produce Department Manager.
 - d) Cull displays several times daily, recording and disposing of low-quality produce following established procedures. Maintain accurate shrinkage records.
 - e) Offer tastes, samples, suggestions for purchase and ways to prepare products.
 - f) Maintain accurate, up-to-date uniform department signs.
- 2) **CUSTOMER SERVICE**
 - a) Assist customers with produce questions in prompt friendly courteous manner.
 - b) Help customers place & pick up special orders.
 - c) Report produce department customer suggestions, comments, & complaints to the Produce Manager.
- 3) **RECEIVING**
 - a) Check deliveries for damage, quality and accuracy, notify Produce Department Manager of discrepancies.
 - b) Help with unloading as needed.
 - c) Rotate deliveries into storage.
 - d) Ensure accurate, up-to-date prices of produce products in POS system and shelf tags.
- 4) **DEPARTMENT MAINTENANCE**
 - a) Maintain produce department shelves, displays, aisles, prep & storage areas in clean, orderly condition, meeting health department & ADA standards.
 - b) Remove trash promptly, sweep and mop retail area floors frequently.
 - c) Mark down items as needed to reduce losses.
 - d) Participate in inventory counts.
 - e) Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. Notify Produce Manager of equipment problems or needs.
- 5) **OTHER RESPONSIBILITIES**
 - a) Attend department and storewide meetings.
 - b) Perform other tasks assigned by Produce Manager or General Manager.
 - c) Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
 - d) Answer & route phone calls.

continued

QUALIFICATIONS

- Experience in retail produce
- Familiarity with natural foods.
- Organized, consistently follows through on commitments.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear communication, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Manual dexterity with hazardous equipment.
- Ability to lift 60+ pounds.
- Ability to stand for long periods.
- Ability to work in cold, wet conditions.
- Willingness to work one weekend day.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

DESIRED:

- Knowledge of current trends in natural foods industry.
- Knowledge of organic and commercial growing practices, and organic certification regulations.