Produce Stocker
Job Description

STATUS: Hourly, non-exempt
REPORTS TO: Produce Team Leader
WAGE LEVEL: II

JOB SUMMARY: To stock, display and prepare fresh produce with attention to quality while providing friendly and helpful service to customers and co-workers.

CUSTOMER SERVICE

1. Meet QNF's standards for excellent service and provide a welcoming environment for all.
2. Acknowledge all customers and offer assistance as needed (including non-produce departments)
3. Help with carry out as needed.
4. Treat all customers with respect and relay their concerns and comments promptly.
5. Handle special orders accurately.
6. Complete customer service and other trainings as provided by QNF.

DEPARTMENT RESPONSIBILITIES

1. Prep, cull, rotate and restock produce cases several times daily to ensure highest quality and fullness of display to meet customer demand.
2. Restock and maintain the floor displays to eliminate empty display areas, and to make a practical and aesthetically pleasing presentation.
3. Accurately price and label floor display items as needed. Use signage for all items to indicate price and availability.
4. Carefully and attentively handle and hydrate greens.
5. Good rotation practices for shelf displays and backstock.
7. Trim, record, and/or dispose of all culled items following established procedures.
8. Maintain approved standards of cleanliness within the department including produce walk-in, sales floor area, slop sink, and storage/prep area.
9. Complete all required opening and closing procedures at the beginning and end of designated shifts.
10. Attend all produce department meetings.
11. Adhere to the safety policies of the department and store, including the proper use of all equipment, and notify the Produce Team Leader of any irregularities or safety concerns.
12. Participate in team activities including display work and produce equipment maintenance.
13. Provide excellent service to peers and co-workers: demonstrate a willingness and ability to cooperate, communicate effectively, and support team members.
TEAMWORK RESPONSIBILITIES

1. Provide back-up cashiering assistance as needed to front end staff
2. Support goals and objectives of department team
3. Participate in team meetings
4. Communicate issues with and support fellow team members.

STOREWIDE RESPONSIBILITIES

1. Abide by dress code and comply with all Co-op policies and procedures as specified in the QNF Employee Handbook.
2. Effectively describe membership benefits, and how membership equity is purchased.
3. Attend all-staff meetings and participate in assigned projects.
4. Read staff notebook and notices regularly.
5. Adhere to safety policies and rules of safety plan. Promptly respond to hazards and report accidents.

DESIRED QUALIFICATIONS

1. Experience providing excellent customer service: retail/grocery experience preferred
2. Knowledge of and interest in produce, familiarity with organic produce preferred
3. Demonstrated reliability and ability to work cooperatively

PHYSICAL REQUIREMENTS

1. Ability to lift 50 pounds
2. Requires frequent bending, reaching, climbing and crouching.
4. Hearing ability, able to hear at normal speaking levels
5. Ability to stand for extended periods (up to four hours)
6. Occasionally may work in a refrigerated area or outside for up to 1 hour.

Job description approved by:

_________________________________________  Date ________________________

Supervisor

Job Description read and received by:

_________________________________________  Date ________________________

Employee's Signature