



526 Gaffney Road Fairbanks, AK 99701

907-457-1023 907-374-1039 fax

[www.CoopMarket.org](http://www.CoopMarket.org)

## **Grocery Crew Lead – Stocking & Receiving**

### **Reports to: Grocery Team Leader**

#### **Position Summary**

Under the direction of the Grocery Team Leader, the crew lead oversees and coordinates all of the grocery department stocking and receiving operations, is responsible to direct the work and provide support to the department stocking and buying staff in completing their assigned duties and tasks. The Grocery Crew Lead works with the entire store team to give friendly, upbeat customer service while stocking and maintaining the grocery aisles, freezers and chilled cases.

#### **Responsibilities**

##### **Department Maintenance**

- Models a high work pace throughout the day.
- Ensure that grocery department shelves, displays, aisles, storage areas and department systems maintained, accurate and in clean orderly condition at all times.
- Communicates daily with the Grocery Team Leader about products coming in and/or special projects in order to plan the work for the day.
- Walks the store daily to assess problem areas, determine work flow and delegate tasks.
- Works with the team to ensure that all areas of the sales floor are stocked and fronted at all times and well maintained.
- Ensures that daily freezer temperature checks are taken.
- Maintains a signed area for Special Orders in the freezer, walk in refrigerator, and Grocery Hall.

- Ensures that all products have shelf tags with minimum of twice weekly shelf tag check.
- Records, tracks and monitors shrink and communicates this information as needed to buyers and finance manager.
- Maintains a well organized and systematic back stock area.
- Ensures that all damage and credits are called in ASAP and this paperwork is maintained.
- Performs other tasks assigned by Grocery Team Leader.

### **Customer Service**

- Maintains a pleasant helpful relationship with customers and co-workers
- Provide prompt friendly customer service
- Encourage and answer all customer suggestions, requests and complaints
- Know store layout and be aware of products in all departments

### **Technical Skills (Quality of Work)**

- Understands technical requirements of job, applies technical knowledge consistently
- Organizes tasks efficiently, maintains focus and stays productive
- Achieves established goals and expected results for the department
- Maintains safe work environment according to all department procedures, federal and state regulations
- Ability to read and interpret documents such as department manual, invoices, UNFI catalog
- Ability to prioritize work tasks, multi-task and maintain focus.
- Ability to communicate effectively with customers.

### **Merchandising**

- Build and maintain end-caps and other in-store displays using guidelines from the Retail Basics Merchandising Manual

- Offer tastes, samples and suggestions for purchase to customers

### **Qualifications**

- Previous retail merchandising and stocking experience
- Organized, consistently follows through on commitments
- Strong communication skills –listens well, gives clear instructions
- Familiarity with POS systems
- Ability to handle multiple demands
- Ability to work efficiently
- Regular predictable attendance
- Ability to lift 50+ pounds
- Ability to stand for long periods
- Ability to self-motivate and work independently
- Ability to handle stressful situations in a calm, effective manner
- Dedication to ensuring the customer has the best possible experience
- Willingness and ability to learn and grow to meet the changing requirements of the job