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www.CoopMarket.org

Produce Team

Reports to: Produce Team Leader

Position Summary

The Produce Team member will work closely with the Produce Team Leader to provide top quality produce and friendly, upbeat customer service to all member-owners and customers while running an efficient, safe and fun produce department. They will work with the Team Leader to fully understand all departmental procedures and be capable of taking over in the Team Leader's absence.

Responsibilities

Customer Service

- Provide prompt, friendly customer service to our owner-members
- Encourage and answer all suggestions, requests and complaints pertaining to produce
- Promote products with samples and serving suggestions
- Answer customer queries in person and over the phone in friendly and professional manner

Merchandising

- Work with the Team leader to ensure excellent produce presentation, department cleanliness, creation of seasonal displays and maintaining accurate signage.
- Keep displays as full as possible to give feeling of abundance.
- Stay up to date on seasonal and new products.

Department Maintenance

- Understand proper handling, storage, rotation and produce culling techniques
- Assist with receiving and unloading of produce and goods
- Ensure accuracy of all department labels and signs
- Regularly clean the department to keep it safe and beautiful for employees and member-owners

Other Responsibilities

- Attain knowledge of produce department operations to capably take over in absence of team leader
- Increase knowledge of local, organic, and conventional produce and produce industry
- Assist with monthly inventories when necessary
- Perform any other tasks assigned by the produce manager

Qualifications

- At least **one year** of experience in retail produce
- Knowledge of organic and commercial growing practices, and organic certification

regulations

- Organized, consistently follows through on commitments
- Communications skills—gives clear directions, listens well
- Dedication to ensuring the customer has the best possible experience
- Ability to lift 50+ pounds
- Ability to stand for long periods
- Ability to work in cold, wet conditions
- Regular, predictable attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job
- Extensive knowledge of produce identification, storage, use, and preparation
- Ability to manage multiple demands and meet deadlines
- Ability to develop and maintain mutually respectful relations with customers, staff, and vendors
- Ability to work independently and motivate self and others
- Ability to handle stressful situations in a calm, effective manner
- Food workers card preferred, Co-Op will provide cost and training for the right candidate.