



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701

(907) 457-1023

www.coopmarket.org

Position: Produce Clerk
Reports to: Produce Manager

Position Summary

The Produce Clerk will work closely with the Produce Manager 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.

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 Manager 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



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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

Food workers card-required

- 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