



JOB TITLE: PRODUCE STOCKER I

REPORTS TO: PRODUCE MANAGER/SUPERVISOR/LEAD

Revision Date: 11/2021

JOB FUNCTION: To assist the Produce Manager and Leads in operating the Produce Department and to provide prompt, friendly, and courteous customer service to meet department objectives.

DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE

- Ensure that the Produce Department is a warm, welcoming, safe and positive place for all, recognizing the Produce Department's unique position as the "first impression" of Lakewinds as customers enter the store.
- Exemplify exceptional customer service skills.
- Share knowledge of produce use, seasonality and industry issues related to produce with customers.
- Take an active role to solve problems and assist customers with questions.
- Familiarity with co-op policies, membership, programs and products in order to answer customer questions.
- Regularly sample products for customers as directed by the Produce Manager and Leads.

SAFETY

- Execute operations safely at all times following all safety procedures, emphasizing safe body mechanics in a fast paced environment.
- Be proactive in reducing work related injuries by recognizing and solving potentially hazardous situations and bring concerns to the attention of the Produce Manager, the Produce Leads, the Produce Team and the Store Manager.
- Participate in safety trainings and take responsibility for safety issues within the Produce Department.
- Ensure the Produce Department is clean, safe and free of debris.
- Assist the Department Manager in ensuring that all DOH regulations are met or exceeded.

PRODUCE OPERATIONS

- Follow priorities set by the Produce Manager and Leads.
- Assist in assuring that signs are accurate and professionally maintained.
- Execute stocking, rotations, facing, culling, prepping, receiving, quality control, product demos and cleaning to meet or exceed the Produce Department's standards.
- Assist in assuring that all systems related to Scanning, Accounting, Marketing, Front End, Human Resources and other departments operate effectively.
- Assist the Produce Department Manager and Leads in assuring accurate inventory counts.

DISPLAYS AND MERCHANDISING

- Maintain appealing, stocked and organized displays with particular attention to items on special, seasonal items, and fast movers.
- Slot new products and sales items as directed by the Produce Manager and Leads.
- Work with the Produce Department Manager in merchandising changes and adjustments due to seasonal changes and changes in product availability.
- Communicate effectively with customers and staff about product out-of-stocks.
- Communicate with the Produce Manager and Leads on requested items, opportunities for new products, and items not meeting quality or product standards.

OTHER

- Perform other duties as assigned by Produce Department Manager and Produce Leads.
- Attend all required Lakewinds training classes.

QUALIFICATIONS

- Experience with produce—retail, wholesale or farming.
- Experience serving the public.
- Ability to project a friendly, outgoing image.
- Ability to positively contribute to team goals.

ESSENTIAL REQUIRMENTS

- Ability to communicate effectively with coworkers, customers and suppliers.
- Ability to read, count and write to accurately complete all inventories, pricing, and reports.
- Ability to freely access all areas of the store including selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds repeatedly and up to 80 pounds occasionally.
- Ability to move full pallet of product across the store with pallet jack occasionally.
- Ability to perform the following movements – used in stocking, receiving and department maintenance – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work in temperatures below 35° for more than one hour at a time.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.