



Produce Receiving Coordinator

Exempt Non-Exempt

Department: Produce

Compensation Grade: Level 2

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority. To supervise and direct the proper receiving and pricing of inventory. To oversee that all items are received, inspected, credited, priced and rotated to ensure the financial best interest of the store.

Reports to:

Produce Department Manager

Essential Functions:

- 1. Knowledge of and proficient in duties assigned to produce stockers, receiving clerks, prepper, and buyers (see job descriptions – Produce Stocker, Receiving Clerk, & Buyer.)**

General Responsibilities for Receiving Coordinator

2. Warehouse control

- Ensures operations and organization of shipments received to company standards.
- Responsible for the performance and supervision of all warehouse duties in the department concerning receiving and pricing with clerks and stockers.
- Delegate and assign responsibilities and specific tasks to the crew for proper handling, pricing, and rotation of stock.
- Monitor procedures for restocking and pricing to ensure accuracy.
- Oversee and initial all credits and invoice changes.
- Instruct all new and current staff in proper procedures for warehouse receiving, inspection, storage, labeling, pricing, product quality, rotation, and restocking for department orientation training as you deem necessary.
- Observe all store policies and procedures.
- Maintain and monitor a safe working environment.

3. Bookkeeping:

- Confirm the accuracy of invoices, forms, items descriptions, sizes, quantities, and pricing of product delivered.
- Record and distribute invoice documents accurately.
- Fax or phone credits within a timely manner.
- Log all credits thoroughly and legibly.
- Account for all received credit accurately and thoroughly.

4. Maintenance:

- Maintain and supervise a clean, organized, and safe warehouse area.
- Assist in all inventory counts and product relocations.
- Respond to emergencies and/or potential safety hazards.
- Notify the department manager of any equipment or maintenance issues.
- Maintain pallet jack with monthly battery maintenance.
- Maintain walk-in condenser cleanliness.
- Quarterly thorough deep cleaning of walk-in.

Specific Responsibilities for Produce Department

5. Location of responsibility:

- Responsible for the organization and maintenance of the produce warehouse, prep alley and walk-in.

6. Other duties:

- Perform other tasks as assigned by the Produce Manager.
- Assist in all inventory counts and product relocations.
- Observe all store policies and procedures.
- Attend mandatory monthly staff meetings and read all notices and newsletters.
- Observe all store policies and procedures.

Expectations:

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department Manager.
- Professionalism – Dress and manners are appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.
- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.
- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior.

Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.

- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

Responsibility and Authority:

Equipment: Consistent cleaning, storing and safety checks of carts, ladders, pallet jack and box cutters. Report any malfunctions or problems to the department manager.

Financial: Careful attention to details must be paid when receiving and stocking merchandise. It is important to double check invoice information so the co-op is not overcharged for or under shipped the amount of product ordered. It is equally important to double check the prices posted for the customer. Errors in pricing have the potential to cost the co-op income and/or irritate or lose customers. All credit reporting and accounting must be thorough and accurate.

Supervisory: Oversee, supervise and train all produce receivers.

Qualifications :

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge and Skills

Minimum Education:

- N/A

Minimum Experience:

- Retail stocking and receiving.
- Retail merchandising.

Language Skills:

- Ability to speak effectively in English and extend excellent customer service customers, staff, vendors, and community members.
- Read and interpret documents in English such as operating and procedure manuals and signage.
- Write occasional notes, reports, or summaries in English.
- Proper and professional use of the phone system.

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued software programs, including but not limited to Microsoft Office programs and Internet navigation.

Reasoning Ability:

- Skills and logical reasoning, which will provide sound judgment and accuracy when carrying out procedures for checking and receiving orders.
- Ability to handle multiple demands and pay attention to detail.
- Stay focused and on-task.
- Ability to follow written and verbal instructions.

Desirable Skills:

- Knowledge or organic foods, gardening and/or cooking.
- Ability to communicate in Spanish.

Physical Job Description

Typical Working Conditions:

Employees will be standing and walking for prolonged periods of time on a concrete floor. Frequent exposure to a cold and damp environment. It may require prolonged periods of time in or around refrigerated areas. Work area may be open to outside temperatures and become heated or cold depending on the season.

Equipment Used:

This position requires the ability to work on ladders and stepladders, with pallet jacks, 4-wheel stocking carts, and box cutters, and in walk-in refrigerators and freezers. Employee may wear protective clothing or gloves as necessary. The department has a computer for ordering, receiving, and price checking.

Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to stand and walk for prolonged periods of time. The employee is constantly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 60 pounds, often repetitively. There may be the frequent need to squat or kneel and push or pull weighted cards. There may be the occasional need to climb or to crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

