



Produce Shift Leader

Exempt Non-Exempt

Department: Produce

Compensation Grade: Level 2

Job Summary:

Promote and support the Ukiah Natural Foods Co-op vision and mission. Always provide excellent customer service. Assist the Produce Manager with all daily operations, routines, and procedures. Lead the produce department in the absence of the department manager prioritizing the duties to be done and responsible for supervising produce staff in the operation of the produce department. Assist in the implementation of approved policies and procedures. Train the produce personnel as needed in all phases of their job functions. Ensure the provision of excellent customer service in a prompt and professional manner. Function as the lead stocker and buyer.

Reports to:

Produce Department Manager

Essential Functions:

- 1. Knowledge of and proficient in duties assigned to produce stockers, team leaders, receivers and buyer (see job descriptions – Produce Stocker, Produce Team Leader, Produce Buyer, Produce Receiver.)**

General Responsibilities Shift Leader

- 2. Provide excellent customer service:**
 - Greet and offer assistance to customers.
 - Treat customers in a prompt, friendly, and attentive manner, offering help to customers when needed.
 - Familiarity with co-op policies and product locations to better answer customer questions.
- 3. Supervise personnel and oversee department:**
 - Responsible for the operation of the department.
 - Function as coach and role model for employees by maintaining a positive example.
 - Assist in the training of employees.
 - Train and coach employees, setting an example to all staff specifically regarding customer service handling, professionalism, ethical work practices, job performance, etc.
 - Provide frequent/daily feedback to the Manager concerning co-workers and the department operations.
 - Communicate in a prompt, friendly, and knowledgeable manner to both customers and coworkers.
 - Maintain a neat, clean and organized environment.

Specific Responsibilities for Produce Shift Leader

4. Inventory control and new products:

- Evaluate demand for products through supplier and order histories including assessing current levels of inventory.
- Place orders and stock items as needed.
- Ensure ordered items are the correct quantity and quality.
- Make certain the fine details of ordering, buying, and the delivery process have been properly documented.

5. Merchandising:

- Assist the Produce Manager with color schemes, graphic styles, seasonal themes, and signage for optimal customer appeal.
- Assist in coordinating the culling of all marginal or damaged produce from racks throughout the shift.
- Responsible to ensure that all produce items are properly trimmed and attractively displayed, wet racks are properly maintained and watered, and perishable merchandise rotated with dates.
- Maintain signage with clear, basic, concise, customer-friendly information.

6. Sales Goals and Profitability:

- Confer with the Produce Manager regarding the department's projected sales goals.
- Check current product movement reports to maintain turns and spoilages within acceptable limits.
- Research new products for possible additions to inventory.

7. Maintain a safe and clean environment:

- Stack and/or break down boxes while stocking. Frequently move empty boxes to the recycle areas to keep clear pathways.
- Sweep up debris from the aisles and walkways. Mop up spilled liquids or tracked in rain and snow. Use safety cones to alert customers and staff.
- Clean, dust and wipe shelves, cases and products.

8. Other duties:

- Know the current buying and stocking protocol for each department.
- Be able to perform the buying and stocking duties as needed.
- Perform other tasks as assigned by the Produce Manager.
- Attend occasional educational seminars.
- Attend mandatory monthly staff meetings and read all notices and newsletters.

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 and box cutters. Report any equipment malfunction or problem 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.
Supervisory:	Responsible for training entry level employees and monitoring their work.

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:

- Produce Stocker

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 procedure manuals and signage.
- Write occasional notes 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 relating to the position.

Reasoning Ability:

- Ability to handle multiple demands and pay attention to detail.
- Stay focused and on-task with minimal supervision.
- Ability to follow written and verbal instructions.

Desirable Skills:

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

Physical Job Description

Typical Working Conditions:

Environment is generally indoors walking or standing for prolonged periods of time on concrete floors. The building temperature is controlled although often cooler than the rest of the store working near refrigeration units. Work may be performed in the walk-in refrigerator, requiring a coat or jacket. It is occasionally necessary to go outside and will be exposed to outdoor temperatures.

Equipment Used:

This position requires the ability to use the required tools and supplies for cleaning, trimming, or stocking produce including scissors, produce knife, twist ties, work gloves, stepladders, 4-wheel stocking carts, pallet-jacks, and box cutters. Produce stockers must also have notepaper and

writing supplies while working. Employees may wear protective clothing as necessary, including cutting gloves, boots, heavy aprons, etc. and will be working in and around refrigerated units.

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. Work performed includes stocking and merchandising shelves, which includes lifting and/or moving up to 60 pounds repetitively and above shoulder height. There may be the frequent need to squat or kneel and push or pull weighted cards. There may be the occasional to rare need to climb or crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

