



Produce Clerk

Exempt Non-Exempt

Department: Produce

Compensation Grade: 1A

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service, handling it as a first priority. Accurately stock and display produce, maintaining a clean and organized department.

Reports to:

Produce Manager
Produce Shift Leader
Produce Team Leader

Essential Functions:

General Responsibilities of Stocker

1. Provide excellent customer service:

- Greet and offer assistance to customers.
- Learn product locations to find products for customers throughout the store.
- Study and gain knowledge about products in the department.
- Refer customers to the appropriate employee to provide product information.

2. Stock products for the best presentation to our customers:

- Check and verify products for quality, count, and condition. Inform the manager of any problems or discrepancies.
- Handle damaged and spoiled products according to company policy.
- Keep all merchandise rotated in accordance with store policy and product code dates. Pull all out of date merchandise off the shelves and alert appropriate buyer.
- Follow approved procedure for receiving products, price marking (when required) and restocking to ensure quality protection, accuracy and product rotation.
- Face and front all products in assigned sections in accordance with store policy.

3. Product maintenance:

- Stack cases safely when creating a case stack. Stack cases of products so they are easily visible.
- Remove damaged, out-of-date, and spoiled products and place in a designated area according to warehouse policy.
- Verify the retail prices on incoming invoices under the direction of a supervisor and according to policy.
- Put product signs in their proper places.
- Maintain clear pathways through the aisles when stocking by working on one side.

4. 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. Immediately mop up all water or tracked in rain and snow.
- Use safety cones to alert customers and staff.
- Clean, dust and wipe shelves, cases and products.

Specific Responsibilities of Produce Stocker

5. Produce preparation:

- Check produce schedule for items that need trimming, washing, rehydrating, and preparing before being displayed in cases.
- Properly open boxes, maintaining personal safety practices and careful not to damage produce.
- Follow proper trimming and washing preparation procedures, including proper safety procedures when using sharp knives and cutting tools.
- Accurately label prep tubs making sure to include contents, quantity, farm, dates received and prepped and vendor name.

6. Display produce for the best presentation to customers:

- Carefully stock all produce displays abundantly, filling holes with appropriate back stock product.
- Inspect all produce while stocking and remove inferior, aged, or damaged product. Report lesser quality product to the department manager or buyer.
- Double check shelf tags to determine that products are located in appropriate places.
- Face produce to the front making it readily available and easily identifiable by customers.
- Rotate produce on display following 'first in – first out' policy.
- Verify the retail price against the Produce Price List and replace signs as needed to match the information.
- Remove product sign when out of stock or unavailable and file the sign in proper categorical order.

7. Product maintenance and storage:

- Visually inventory back stock and highlight priority stocking items especially ageing or overstocked items.
- Update orange "last" sticker dots on product to move into "first" position to properly show freshness rotation.
- Store back stock on designated shelves in the refrigerator and warehouse areas keeping like items together (i.e. apples with apples.) There must be no product stored on the floor.
- After stocking displays, return back stocked cases to the designated storage areas and combine partial cases into single well-labeled cases.

8. Maintain a safe and clean environment:

- Wipe and clean all cases including mirrors as necessary.
- Wash hands frequently (at least every ½ hour) to avoid product cross contamination.

9. Other duties:

- Perform other tasks as assigned by the Produce manager or shift leader.
- Read and initial all notes on communication clipboard before every shift.

- Attend mandatory staff meetings and read all notices and newsletters.
- Communicate to the department manager all customer requests, customer feedback (both good and bad), and equipment needs.
- Watch for and report shoplifting and/or employee theft.

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:	Responsible for proper use of and care for tools and equipment related to merchandise stocking and cleaning.
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:	None

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:

- N/A

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.
- Each shift writes daily 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.
- 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, 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 carts. 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.*

