

## Produce Lead Job Description

### Purpose

To work in all areas of the Produce department as needs dictate. To order, stock, rotate and cull all fresh produce items to the highest standard. To stock daily and prepare retail case displays. To ensure department meets all food safety requirements. To liaise with department manager to ensure smooth operational performance.

### Status

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- Reports To: Produce Manager.
- Status: Non-exempt, Full- Time, In Store – weekends and evenings required.

### Essential Responsibilities and Functions

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#### Customer Service

- Proactively engage with customers, acknowledging and greeting them as soon as possible.
- Treat people fairly, consistently, and with respect.
- Provide accurate, polite and enthusiastic service at all times.
- Sell products by providing customers with information needed to make product-related decisions.
- Ensure that customers are not exposed to internal disagreements.
- Investigate and respond to customer requests
- Provide product information and educational materials to customers and staff.
- Always ensure store cleanliness.
- Understand and communicate the value of the co-op, and the particulars of ownership to customers and staff. Work to advance the mission of Durham Co-op Market through outstanding service

#### Communications

- Communicates honestly, openly and respectfully with everyone in the organization.
- Communications are clear; ensures that they have been understood.
- Stays informed by consistently reading and responding to all forms of communication from others; emails, time clock messages, texts, log books.
- Communicates needs promptly and efficiently.
- Resolves conflicts promptly; asks for assistance as needed

#### Department Operations

- Order writing for stock replenishment.
- Supports Produce Manager in daily departmental tasks.
- Act as Shift Lead in the absence of Produce Manager.
- Adhere to all training manual contents.
- Read department memos at each shift.
- Maintain wet rack following proper set up and break down procedures.
- Trim and cull product as needed.
- Follow good food handling protocols.
- Cooperate with other departments to reduce overall store waste
- Receive deliveries following best practice guidelines and following first in first out rotation principle.
- Organize walk-in cooler following rotation protocols to ensure freshness.
- Follow daily priorities and sub-department performance goals
- Advise immediate supervisor of equipment repair and supply needs.
- Perform all other duties as assigned by supervisory personnel.

- Maintain sidewalk displays when in season
- Cut fresh fruit for grab and go

#### Personnel

- Adhere to all policy manual contents.
- Coordinate break schedules.
- Attend department meetings and training as requested.
- Participate in evaluations as requested.

#### Merchandising and Promotions

- Assist with department resets and sale change over cycles.
- Build attractive seasonal displays in collaboration with other associates and Produce Manager.
- Ensure COOL labeling is accurate and complete

#### Sanitation and Safety

- Ensure that department display units, coolers, work areas, storage areas, and sales floor are clean and orderly.
- Ensure department is clear of slip and fall hazards daily
- Wear a cut glove while engaging in cutting activities
- Participate in deep cleans as required.
- Ensure department meets all Health Department requirements.
- Ensure department cleanliness at all times.

#### General Professionalism

- Model high standard of customer service.
- Uphold all co-op policies.
- Minimize absences and be punctual informing supervisor two hours of shift start time.
- Work schedule shift punching in and out on time.
- Disseminate ideas, proposals and other information in a clear, effective and timely manner.
- Take frequent opportunities to recognize good work.
- Maintain positive relationships with outside professionals.
- Perform other tasks as needed.

The qualifications, responsibilities and job duties listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to do. Co-op reserves the right to revise this job description at any time and require that employees perform other tasks deemed necessary based on competitive, financial or environmental considerations.

### **Physical Job Requirements**

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The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be present and working in assigned area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

### **Working Conditions**

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The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods including meats and seafood.
- Handling objects that have been handled by the public.
- Frequently performs work standing on cement floors at the cash register.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

## **Qualifications**

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To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Ability to work well with others in a cooperative environment
- ServSafe certification preferred but not required.
- Ability to manage and motivate self
- Good communication and listening skills
- Ability to provide superior customer service
- Attention to detail
- Follow through with delegated tasks
- Basic math skills
- Comfort with technology-register functions, scanning technology
- Remain calm under pressure
- Accept direction willingly