

TITLE: Produce Lead

DEPARTMENT: Produce

STATUS: Hourly, Non-Exempt, B.U.E.

PAY LEVEL: III

REPORTS TO: Department Manager

PURPOSE: To support the Produce Manager in performing the daily operations in the center store category of a retail location. To assist in meeting the goals and objectives set by the Store Manager while making each customers' experience exceptional.

DUTIES AND RESPONSIBILITIES:

1. CUSTOMER SERVICE

- a. Provide internal and external customers with excellent service at all times.
- b. Treat people fairly, consistently, and with respect.
- c. Ensure efficient, informative, and friendly service in all areas according to established customer service vision and standards.
- d. Use appropriate language, behavior, appearance, and overall conduct with or in the presence of customers, vendors, and store personnel according to BCS and store policies.

2. OPERATIONS

- a. Order according to location purchasing and contract guidelines and ensure appropriate inventory levels.
- b. Maintain mutually beneficial, business relationships with local and regional producers to ensure a strong presence of local product offerings.
- c. Participate in centralized buying opportunities.
- d. Ensure all retail displays are attractive and product is abundant and front & faced.
- e. Ensure accurate signage, pricing, and labeling.
- f. Participate in regular department inventories.
- g. Ensure proper storage, handling, rotation practices, and labeling procedures.
- h. Ensure adequate amount of tools and production supplies.
- i. Maintain equipment in clean, safe, working order and report issues to the Center Store or Store Manager.
- j. Assist in the coordination of department productivity according to store needs.
- k. Maintain systems, staffing, and record keeping for receiving deliveries.
- l. Evaluate current suppliers and investigate new suppliers.
- m. Pursue continuing education opportunities when available and appropriate.
- n. Participate in co-op events.
- o. Perform other tasks as assigned by the Produce Manager.

3. LOCATION DUTIES

- a. Ensure carts and baskets are available to customers in designated areas.
- b. Perform various cleaning and maintenance duties including but not limited to the retail floor, dining areas, restrooms, and facility grounds.
- c. Maintain restroom cleanliness throughout the day and ensure adequate supplies of tissue and towels.
- d. Monitor cooler and freezer temperatures and immediately report deviations from established norms.
- e. Perform opening and closing procedures including set-up and tear-down of displays, cleaning, and security procedures.
- f. Participate in regular store inventories.
- g. Follow co-op policies and procedures as outlined in the Employee Handbook and other co-op documents.

- h. Take responsibility for the effectiveness of your training and performance.
- i. Perform other duties as assigned by the Department or Store Manager or the Person-In-Charge.

4. PERSON IN CHARGE (PIC)

- a. Ensure prompt, friendly, courteous customer service. Handle customer questions and complaints that can't be handled by other staff.
- b. Oversee staff on shift in cleaning and maintenance procedures to keep store in clean, orderly condition.
- c. Monitor cooler and freezer temperatures. Troubleshoot equipment breakdowns during shift as needed.
- d. Carry out established opening and closing procedures.
- e. Uphold security procedures and support staff in dealing with shoplifters, disorderly customers, and emergencies.
- f. Ensure break schedule is followed during shift.

5. COMMUNICATION

- a. Attend regular staff meetings.
- b. Maintain open communication links with customers to address inquiries and feedback.
- c. Maintain an environment of positive communication among store personnel in order to promote stronger work teams.

QUALIFICATIONS:

- Outstanding customer service skills
- Ability to stand for long periods of time
- Ability to lift up to 50lbs, reach, bend, and climb
- Willingness to work in coolers and freezers
- Willingness to work outside in the elements
- Regular, predictable attendance
- Strong written and verbal communication skills
- Attention to efficiency, detail, and accuracy

IMPORTANT DISCLAIMER NOTICE:

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