

Position Summary

The Produce Department Head's responsibilities shall include: adhering to and improving the department's 'Best Practices'; meeting and exceeding financial goals including gross profit, shrink, sales, and department overhead figures. This person is responsible for ensuring a clean, well-labeled, organized, and safe work environment. The Department Head shall strive for, to the best of their abilities, Member-Owner satisfaction in terms of variety and availability of product offerings, freshness of produce items, and efficient and accurate special order processing as needed.

Essential Functions

- Upholds and exemplifies the Purple Porch Food Co-op Ends Statement, merchandising guidelines, and financial goals for the Produce Department. Provides exceptional customer service and maintains a safe and sanitary department at all times. Communicates with a positive and professional attitude when working with other staff and customers. Assists in other areas of grocery, including cashier duties, when necessary.
- Purchasing: Successfully places regular orders (3x per week at minimum) with both local/regional vendors and our larger suppliers—working through product availability issues, pricing changes, supplier minimum-order requirements, and product overlap.
- Production/Receiving: Maintains organized system for retailing, packaging, and storage of produce items, ensures proper handling of products, and is knowledgeable of the varieties of produce items and fresh goods within the department. Maintains high standards of quality control, including utilizing an organized system for 'First-in/First-out' tracking. Must be available to receive and process produce deliveries at least 2x per week (preferred receiving schedule of 3x per week).
- Operational Tasks: Communicating directly with vendors via phone and/or email; ordering product and receiving deliveries; updating pricing as needed; completing weekly sales and shrink reports; answering customer emails and responding in a timely and appropriate manner; ordering member-owner special orders and wholesale orders as needed; conducting quarterly department inventory; attending and contributing to monthly Profit & Loss Department meetings.
- Merchandising: Maintains an attractive sales floor; develops (and updates as needed) proper signage utilizing the PPFC Style Guide; updates and maintains cost changes and pricing on produce items; stocks both products and supplies on sales floor as needed.
- Department Conditions: Maintains cleanliness, sanitation, and overall organization of the department including all fixtures, storage areas, work stations, freezers, and coolers.

Knowledge and Critical Skills/Expertise

- Strong communication and customer service skills, including conducting oneself in a positive and professional manner at all times.
- Ability and willingness to work as a contributing member of a team.
- Strong organization, time management, and multi-tasking skills.
- Knowledge of natural/organic food industry trends, as well as a strong knowledge of produce varieties, best-practices for fresh product storage, and ability to conduct proper product tracking and rotation. Preference given to candidates who shop for and consume fresh produce regularly.
- Understanding of food safety, sanitation and proper storage/display of products.
- Willingness to work a flexible schedule to include nights, weekends, and holidays as necessary.
- Proficient in working with Google Drive, Gmail, and Microsoft Office programs including Excel.

Experience

- Experience working with natural/organic foods preferred.
- Experience working in a retail and/or customer service oriented position preferred.
- Experience operating a computer (in some capacity) preferred.
- Perishable experience and OSHA ServSafe Certification preferred.

The knowledge, skills and abilities listed above may be acquired through levels of education and experience. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Environmental Conditions

- Works in a fast-paced environment with a focus on customer service and product presentation.
- Works in an area with limited storage space and occasionally close quarters with other employees.
- May work in environments of extreme cold for short periods of time.

Physical Demands

- Must be able to lift up to 50 pounds, in some cases over one's head.
- Must be able to bend, reach, stoop, kneel and squat.
- Must be able to push, pull, and maneuver heavy loads.
- Must be able to disassemble, hand-wash, and reassemble storage and display containers.
- Must be able to stand and be on one's feet the majority of the work day.