



## Assistant Manager/Produce Job Description

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| <b>Department:</b> | Produce         | <b>Pay Range:</b> | Four              |
| <b>Report to:</b>  | Produce Manager | <b>Status:</b>    | Hourly/Non-Exempt |

### Job Summary:

- Ensure timely and accurate ordering of adequate quantity of designated products for shelf sales, demos, special orders and promotions including, but not limited to, Co+Op Deals
- Ensure maintenance of ordering history from all vendors
- Ensure proper receiving, stocking, rotating and merchandising of products
- Ensure appropriate and accurate pricing and signage for designated products including, but not limited to, coordinating Point of Sale/POS maintenance information with IT Department
- Ensure processing, monitoring and documentation of special orders, credits, out-of-stocks, miss-picks and lossed/contributed products according to department practices
- Ensure personnel management including, but not limited to, hiring, training, coaching, evaluation, leadership and supervision of designated staff
- Fill-in for Department Manager and designated staff as requested

in compliance with established practices and WFC policies, National Organic Program/NOP and applicable insurance and regulatory agencies and to meet department goals for sales, margin, inventory turns, customer service, labor expense, safety and sanitation

### Essential Duties and Responsibilities:

#### Storewide

1. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

### **Customer Service**

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
  - a. Resolve customer concerns.
  - b. Anticipate customer needs.
  - c. Promptly respond to requests for service and assistance.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive department that contributes to achieving progress on WFC's ENDS.

### **Job Specific**

1. Ensure timely and accurate ordering of adequate quantity of designated products for shelf sales, demos, special orders and promotions including, but not limited to, Co+Op Deals to achieve goals for sales, margin, inventory turns and labor expense in compliance with WFC policies, department Organic Standards Handling Plan and established practices for safety, sanitation and customer service.
2. Ensure maintenance of ordering history from all vendors.
3. Ensure proper receiving, stocking, rotating and merchandising of products to maximize sales and customer access to product and product information.
4. Ensure appropriate and accurate pricing and signage for designated products including, but not limited to, coordinating Point of Sale/POS maintenance information with IT Department.
5. Ensure processing, monitoring and documentation of special orders, credits, out-of-stocks, miss-picks and lost/contributed products according to department practices.
6. As directed, hire, train, coach, develop and evaluate designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations and to achieve department goals.
7. Ensure department accountability for maintaining performance standards, provide daily supervision and leadership to designated employees and follow through promptly on documentation, coaching and corrective actions in compliance with WFC policies and practices.
8. Ensure cleanliness and maintenance of department areas and department equipment in compliance with established practices; document and report any equipment maintenance or safety concerns to the Produce Manager.
9. Perform other tasks assigned by the Produce Manager including, but not limited to, participating in inventories and resets.

### **Knowledge, Skills, Abilities**

#### **Preferred Knowledge, Skills and Abilities**

- Two years experience in retail, grocery, natural foods, produce and/or cooperative management
- Applicable degree/certification

#### **Essential Knowledge, Skills and Abilities**

- High school diploma or GED
- Computer proficiency, e.g., keyboard experience, email, EXCEL
- Experience in retail, grocery, natural foods, produce or related field

- Experience providing leadership and/or direction to employees including training and coaching
- Ability to follow through on systems and procedures
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Personal integrity to handle confidential information
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to prioritize tasks
- Effective communication skills in English
- Regular, predictable attendance
- Available to work evenings, weekends, holidays

### **Work Environment:**

1. Occasional Exposure
  - a. Food odors, grain and spice dust, food allergens
  - b. Outdoor weather conditions (carry-outs, tasks in loading dock area, outdoor events)
2. Frequent Exposure
  - a. Contact with cold water, wet/chilled product
  - b. Cold, compact environments such as enclosed walk-in coolers
  - c. Change in room temperatures due to proximity of entrance/exit doors
  - d. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
3. Constant Exposure
  - a. Background music and in-store pages

### **Essential Physical Requirements**

1. Ability to occasionally lift and move up to 60 lbs. throughout shift.
2. Ability to stand for long periods of time at a standing
3. Ability to walk, squat, bend, sit, balance and rotate body.
4. Ability to complete frequent to constant repetitive lifting and moving objects up to 25 lbs in stocking products on shelves, and preparation tasks
5. Ability to do repetitive office tasks (reaching, bending, filing, using a computer keyboard, focusing and reading off a computer screen/LCD monitor and reading written materials) for up to eight hours per day.
6. Manual dexterity to handle sharp instruments.
7. Use of hands and feet to operate machinery such as pallet jacks.
8. Frequently ascend and descend stairs, ladders and step stools

### **IMPORTANT DISCLAIMER NOTICE**

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an 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 the work environment change.