

Clerk/Produce Job Description

Department: Produce **Pay Range:** One

Report to: Produce Manager **Status:** Hourly/Non-Exempt

Job Summary:

Store, rotate, stock, prepare and display produce in accordance with National Organic Program (NOP) and established practices

- Achieve and exceed daily operational goals related to sales and service
- Provide prompt, friendly and courteous service while assisting customers

Essential Duties and Responsibilities:

Storewide

- I. 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

- I. 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. Anticipate customer needs.
 - b. Promptly respond to requests for service and assistance.
 - c. Ability to deal with difficult or emotional customer situations.
- 2. Treat all customers and co-workers fairly, consistently and with respect.
- 3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

Job Specific

- I. Cull, rotate, stock, prepare and display products as directed, in accordance with operational goals and in compliance with WFC policies, department Organic Standards Handling Plan and established practices for safety, sanitation and customer service.
- 2. Maintain product and product storage with attention to dates, organic status, proper labeling, price signs, accessibility and safety.
- 3. Achieve and exceed daily operational goals related to sales and service.

- 4. Ensure cleanliness of department areas and equipment and communicate and document any equipment maintenance and/or safety concerns to department management.
- 5. Perform other tasks as assigned by department management.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills, Ability

Experience in retail, grocery, natural foods and/or fruit/vegetable production

Required Knowledge, Skills, Ability

- Analytical ability and proficiency in math
- 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
- Willingness to be open, to learn and to take on new responsibilities
- Ability to be flexible and to adapt to changing conditions quickly
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to effectively convey information
- Effective communication skills in English
- Regular, predictable attendance
- Available to work evenings, weekends, holidays

Work Environment:

- I. Occasional Exposure
 - a. Outdoor weather conditions (carry-outs, tasks in loading dock area, outdoor events)
- 2. Frequent Exposure
 - a. Wet and/or humid conditions (walk-in/reach-in coolers)
 - b. Wet and cold conditions (ice on broccoli, processing greens)
 - c. Change in room temperature 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
 - b. Food odors, grain and spice dust, food allergens

Essential Physical Requirements

- 1. Ability to frequently lift and move up to 60 lbs. throughout shift
- 2. Ability to stand, walk, squat, bend, sit, balance and rotate body
- 3. Ability to stand for long periods of time
- 4. Ability to complete repetitive tasks such as moving objects in stocking, and produce preparation tasks
- 5. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks
- 6. Frequently ascend and descend stairs, ladders and step stools
- 7. Ability to safely use sharp cutting instruments

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.