



Purchasing Coordinator/Produce Job Description

Department: Produce
Report to: Produce Manager

Pay Range: Three
Status: Hourly/Non-Exempt

Job Summary:

- Purchase, process returns, price, process special orders and merchandise designated products
- Receive/unload deliveries, verify counts, accept deliveries, apply for credits and coordinate return of damaged/miss-picked products
- Sort special orders and products for sales floor and/or to appropriate storage
- Direct, train, support and fill-in for designated employees

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, 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 and workplace that contributes to achieving progress on WFC’s ENDS.

Job Specific

1. As directed, purchase, price, process special orders and merchandise designated products through approved suppliers to meet department goals and in compliance with department's Organic Standards Handling Plan and established practices; communicate and document unresolved vendor issues and/or concerns to department management.
2. Ensure designated products are received according to established practices and, as applicable, credit is received from vendors; ensure vendor invoices are accurate and coordinate product pricing and promotional pricing with IT Department in a timely manner.
3. Expedite received orders for sales floor and/or to appropriate storage; sort special orders and allocate to appropriate storage and/or to other departments; document contributions/losses in compliance with established practices.
4. As directed, train, coach and develop designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations and to achieve department goals.
5. Ensure department accountability for maintaining performance standards, provide daily supervision and leadership to designated employees and follow through promptly on documentation and coaching in compliance with WFC policies and practices.
6. 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 department management.
7. Perform other tasks assigned by department management including, but not limited to, participation in inventories and resets and filling in for designated employees.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Experience in retail, grocery, natural foods, produce production 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
- 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. Repeated 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 three 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.