



## **Fresh Department Associate**

**Purpose:** Provide support as a member of the Fresh Department team to include receiving and preparing product, maintaining the produce wet-rack, produce cooler, and dry tables displays and is also responsible to keep the cheese cooler, fresh meat cooler, and meat freezer stocked and clean during business hours. To provide prompt, friendly, and outstanding customer service.

**Status:** Reports to the Fresh Department Manager and General Manager.

### **ESSENTIAL FUNCTIONS:**

- Provide excellent customer service and address needs of customers in a timely and effective manner.
- Receives and inspects products for accuracy of shipment, temperature, and quality.
- Reports mis-shipped product and/or poor quality product to buyer to obtain appropriate credits.
- Maintains high level of product knowledge and product preparation.
- Stocks produce, meat, and cheese departments: ensures a fresh and appealing display by keeping cases clean, fully stocked, rotated, and removing outdated and spoiled products.
- Maintains accurate department signage and pricing.
- Assist with sampling program, keeping samples full, clean, and appealing.
- Handles product carefully to avoid damaging product and maintains knowledge of proper storage procedure for all products
- Maintains back stock in good order.
- Ensures cleanliness and organization of all departments, prep rooms, and coolers, and freezer.
- Keeps accurate records of daily shrink.
- Follows and complies with all applicable health and sanitation procedures and adheres to safe work practices.
- Operates and sanitizes all equipment in a safe and proper manner.

### **PERFORMANCE CRITERIA:**

- Ability to adapt to the ever changing and fast-paced retail environment.
- Must have the capacity to take initiative when problems arise.
- Ability to prioritize tasks, manage time effectively, work efficiently, and meet deadlines.
- Must be able to support and contribute to team goals.
- Ability to learn basic knowledge on all products carried in department.
- Ability to problem solve, anticipate, and make judgement calls on quality and merchandising product
- Excellent communication skills for dealing cross functionally with all staff and customers.
- Ability to follow instructions and procedures.
- Have basic knowledge of math, weights, and measures.

- Strong work ethic and integrity.

## **QUALIFICATIONS:**

### **Required:**

- Customer Service experience
- Minimum educational requirement is a high school education/diploma
- Ability to interact with a diverse group of customers
- Ability to lift 20-50lbs

### **Preferred:**

- Familiarity with natural and Organic foods, Co-ops, and sustainable growing practices
- Previous retail experience
- Knowledge of basic cooking

## **ESSENTIAL PHYSICAL REQUIREMENTS:**

- Ability to communicate effectively with coworkers and customers.
- Ability to read, count and write to learn about product and policy, and accurately complete all documentation.
- Ability to do math computations to assist customers and cashiers, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to lift up to approximately 50 pounds occasionally and 20 lbs frequently. Ability to perform the following movements – used in cashiering and bagging groceries – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days, including evening and weekend shifts

### **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 to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.