



PRODUCE CLERK

JOB DESCRIPTION

Position: Produce Clerk

Reports to: Produce Supervisor

Department: Produce

Purpose: Assists with ordering, receiving, stocking and display of produce and related product, maintains department cleanliness, and provides outstanding customer service.

RESPONSIBILITIES

Customer Service

- Greet all customers, make them feel welcome to shop and offer suggestions/answers as needed.
- Knows and adheres to quality standards for customer service as outlined by our employee handbook and as trained by the Produce Supervisor and Back End Manager.
- Adheres to all guidelines around product recommendation and information.
- Assists in any other departments as needed.

General

- Stock, maintain, and rotate produce per expectations of the Produce Supervisor.
- Stocks (including washing, bundling and trimming), rotates, merchandises and faces product according to department procedure.
- Maintains knowledge of produce, with an emphasis on organic production, and provides information to customers regarding use and preparation.
- Receives product deliveries, ensuring order and invoice accuracy in accordance with company policy.
- Disposes of culls according to department procedure.
- Maintains back-stock areas according to department standards.
- Assists in other departments as needed.
- Performs other duties as assigned to meet business needs.

Department Maintenance

- Ensure that produce department shelves, displays, aisles, prep & storage areas in clean, orderly condition, meeting health department & ADA standards.
- Remove trash promptly, sweep and mop retail and backroom area floors frequently.
- Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. Notify Back End Manager of equipment problems or needs.

Mission Integration

- Knows and promotes Earthlight Natural Foods principles.
- Understands Earthlight's Mission and Values.
- Knows Earthlight Natural Foods history.
- Gains and shares natural foods knowledge, continually accesses new information.
- Communicates needs and problems promptly and efficiently.
- Operates with a sense of teamwork; incorporates into daily job.

Personal Effectiveness

- Reports to work for scheduled shifts, on-time and appropriately attired.
- Availability meets the needs of the department for scheduling purposes.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report, and resolve problems before they escalate.
- Provides a positive model for co-workers.

ESSENTIAL SKILLS AND EXPERIENCE:

- Ability to lift up to 50 lbs.
- Ability to read and interpret documents such as invoices and the Employee Handbook.
- Ability to prioritize work tasks, multi-task, and maintain focus.
- Ability to communicate effectively with customers.

PHYSICAL DEMANDS

- Required frequently: standing, walking, kneeling, squatting, bending, reaching, and lifting up to 50 lbs.