

**Oneota Community Co-op  
Assistant Produce Manager Job Description**

**Job title:** Assistant Produce Manager  
**Pay Grade:** Level V  
**Supervisor:** Produce Manager

**Current as of:** 8/15/11  
**FLSA Classification:** Non exempt  
**Incumbent:**

**Job Summary:** The Assistant Produce Manager is responsible for being able to perform most of the duties of the Produce Manager in running the department to meet goals for sales, margin, labor, shrink and customer service. She/he will also perform all these duties in the absence of the manager. Most importantly, you will ensure a positive Co-op image by providing courteous, friendly, and efficient customer service to customers and team members by using the (S)mile (E)ngage (T)hank you approach.

**Duties and responsibilities: (in order of importance, but not limited to these duties)**

**Customer Service**

- Greet customers promptly, courteously, with enthusiasm.
- Develop rapport with regulars.
- Personally promote products with samples, tastes, serving suggestions.

**Product Presentation**

- Keep displays as full as possible to give feeling of abundance.
- Pay attention to color, texture contrast.
- Consistently rotate stock.

**Prepping and Culling**

- Keep aware of newer, fresher items in stock and bring out promptly.
- Reduce older items as needed.
- Always remove poor quality items,
- Always rotate stock.

**Produce Handling**

- Handle produce carefully, without bruising.
- Store properly to prolong freshness.
- Put perishables away promptly. Do not allow to sit out in warm weather.

**Price Changes**

- Consistently note and change prices on signs and PLU's.
- Use good judgment in transition between old and new priced items.
- Know where to find correct prices if not given on case.

**Receiving**

- Date every box and label clearly & legibly.
- Indicate Organic/non when stored.

- Check piece count, pack, variety, quality.
- Catch all discrepancies and records completely on invoice. Leave an easy paper trail for buyer to get credit.
- Report credits in absence of produce manager.
- Plan for efficiency when stocking walk-in cooler, so that needed items aren't buried.

### **Department Maintenance**

- Handle hazardous equipment carefully and deliberately, never leave it out in a situation where it could injure others.
- Check temperatures of all refrigerated equipment and promptly notify management if there is an issue.

### **Product Knowledge**

- Read produce and other publications,
- Increase knowledge about seasons, preparation, storage needs, quality, ripeness, nutritional content.

### **Ordering** (where applicable)

- Order appropriately to avoid loss.
- Follow up to ensure credit received.
- Follow record-keeping procedures.

### **Other Responsibilities:**

- Set work priorities for produce staff in absence of manager.
- Fill holes in produce staff in absence of manager.
- Attend department and all staff meetings.
- Answer and route phone calls.
- Attend quarterly inventory counts.
- Perform other tasks assigned by the Produce Manager and/or General Manager.

### **Qualifications:**

#### **Education:**

- High School Graduate, some secondary education preferred

#### **Experience:**

- 1-2 years experience in the department
- 1-2 years experience in a retail environment, preferably in a co-op, natural food store.
- Customer service experience preferred
- Knowledge of current trends in the produce industry.

#### **Skills & Abilities:**

- A firm grasp of margins and pricing
- Willingness to work some weekends and evening hours
- Basic computer skills and knowledge (MS Excel, MS Word, POS system knowledge)
- Ability to project friendly outgoing personality.
- Ability to cook using many of the produce items sold.

**Physical Demands/Working Conditions:**

- Ability to sit, stand, walk for 8 hours/day, on average.
- Ability to lift up to 50 lbs repeatedly.
- Ability to bend, squat, reach on a regular basis.
- Manual dexterity with hazardous equipment (knives).

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*(The job description does not constitute a written or implied contract of employment. Oneota Community Food Co-op reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.)*

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**Job Description Approved By:**

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General Manager

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Date

**Job Description Received By:**

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Employee's Signature

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Date