

Sno-Isle Food Co-op JOB DESCRIPTION

JOB TITLE: Produce Assistant Manager

DEPARTMENT: Produce

REPORTS TO: Produce Manager

SUPERVISES: Produce clerks and leads, as needed

PAY LEVEL: 3; non-exempt

ABOUT THE CO-OP

Sno-Isle Food Co-op is a full-service grocery store located in downtown Everett, offering local and organic foods. The Co-op is owned by over 10,000 families in Snohomish & Island County areas and has a commitment to strengthening the economic, social, and environmental fabric of our community. Since 1997, the Co-op has demonstrated a priority in sourcing local and sustainable products to ensure the ongoing preservation and betterment of the Earth. The Co-op's vision is to grow the community from the roots up.

POSITION FUNCTION

Work with the Produce Manager to achieve sales, profit margins, promotions, and maintain the department in the best way possible for customers. Provides effective training, clear direction, and ongoing support to department leads and clerks supporting mutual professional development. Acts as the Department Manager in absence of the Produce Manager.

QUALIFICATIONS:

- 2 years supervisory experience in a retail or grocery setting
- Ability to effectively coach, delegate, and follow-up with multiple people and tasks
- Able to work a flexible schedule to support business needs, including evenings, weekends, and holidays. Dependable attendance is required.
- Ability to provide friendly, professional external and internal customer service in a fast paced environment
- Ability to calmly and professionally handle multiple demands, prioritize effectively, and problem solve within established guidelines
- Able to respond appropriately to changes in direction or unexpected situations
- Ability to work effectively independently as well as within a team
- Ability to communicate well with others
- Willingness and ability to meet the changing needs of the job
- Computer literacy required.
- Ability to:
 - Frequently lift and carry 30-50 lbs.
 - Climb a ladder when necessary
 - Stand and walk for long periods of time
 - Work efficiently in a fast-paced environment

ESSENTIAL FUNCTIONS:

- Work with Produce Manager to ensure department and staff standards are met and upheld
- Work with other department managers to ensure excellent customer service on the floor

- Assist Produce Manager in managing the produce department and staff
- Ensure safety throughout the store for staff and customers
- Ensure proper maintenance and cleanliness of the store's equipment, produce floor, and staff spaces
- Develop and maintain a strong product knowledge
- Know all performance standards for the department
- Help to oversee that produce operations are in place and regulated to meet the needs of the store
- Communicate produce procedures adjustment needs to Produce Manager as necessary
- Communicate hiring needs to the Produce Manager
- Ensure, provide, and maintain produce training and training processes
- Provide consistent professional development to all produce staff
- Assist Produce Manager with operational needs including:
 - Staff training and development
 - Ordering and receiving
 - Maintaining a clean, organized and highly presentable produce floor and back stock
 - Setting goals for professional development

ADDITIONAL FUNCTIONS:

CUSTOMER SERVICE AND PERFORMANCE:

- Know what a Co-op is and how to highlight the Co-op difference
- Understand how the Co-op functions with relation to owners, customers, and community
- Provide prompt, friendly, courteous customer service
- Ensure customer satisfaction through active listening and follow through
- Maintain professional behavior
- Support and follow all store policies and processes
- Participate in safety awareness and maintenance of a risk-free environment
- Performs any general housekeeping tasks necessary to maintain a clean, tidy store
- Develop and maintain good working relations with other staff. Support and assist team members and supervisors when necessary
- Assist in other departments, as needed
- Supports and participates in store sales goals and programs
- Demonstrates strong interpersonal, communication (verbal and written), active listening, proactive problem solving, organizational, time management and follow through skills

ADDITIONAL DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

I have read this job description and I fully understand my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my department or the Co-op and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Name (print): _____

Employee Signature: _____

Date signed: _____

Updated: 4.10.2024