

**Sno-Isle Food Co-op**  
**JOB DESCRIPTION**

**JOB TITLE:** Produce Clerk  
**DEPARTMENT:** Produce  
**REPORTS TO:** Produce Manager and Produce Leads  
**SUPERVISES:** none  
**PAY LEVEL:** 1; 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.

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**POSITION FUNCTION**

Responsible for delivering an excellent customer experience by appropriately engaging and interacting with all customers. Maintains a stocked, clean and organized store environment. Adheres to all operational, merchandise, and safety standards. May be cross-trained to work in multiple areas of the store in order to support the needs of the business. Work towards ensuring the co-op's mission. Adhere to the Co-op's code of conduct.

**QUALIFICATIONS:**

- 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:
  - Safely use a knife
  - Lift and carry 30-50 lbs. when necessary
  - Climb a ladder when necessary
  - Stand and walk for long periods of time
  - Work efficiently in a fast paced environment

**ESSENTIAL FUNCTIONS:**

**Sales Floor/Stocking**

- Follow instructions provided by the Produce Manager
- Stock freight, both new shipments and back stock, adhering to established merchandising guidelines

- Other department duties as requested by a supervisor
- Knowledge of department guidelines
- Excellent communication, including informing supervisors of status of work, pricing errors, un-priced items, bad product and other issues that require action
- Keeps supervisor informed of ideas and problems
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#### **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
- Ability and willingness to work a flexible schedule to support business needs
- Maintains dependable attendance
- Ensure customer satisfaction through active listening and follow through
- Maintain professional behavior
- Develop a strong product knowledge
- Support and follow all store policies and processes
- Participate in safety awareness and maintenance of a risk-free environment
- 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 4.11.2023*