

**Menomonie Market Food Co-op**  
**STOCKER/RECEIVER JOB DESCRIPTION**

Purpose: To keep displays, coolers, and shelves fully stocked; to provide prompt, friendly, courteous customer service; to meet department objectives

Status: Reports to Receiving Manager  
Full Time, Pay Level I

**I. CUSTOMER SERVICE AND INTERNAL SERVICE**

- A. Provide excellent customer service to our shoppers, making the customer's needs your priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

**II. STOCKING**

- A. Stock displays fully without overcrowding; face items on shelves.
- B. Observe proper rotation rules.
- C. Pull short-date or low quality items and follow established procedures for recording and disposing of them.
- D. Label items accurately with tags and signs. Report price discrepancies to Receiving Manager.
- E. Communicate to buyers about out of stocks and fast moving product.

**III. RECEIVING**

- A. Ensure receiving areas are safe, clean, and prepared for incoming deliveries.
- B. Check deliveries to verify piece count, and check for obvious damage. Sign for deliveries with appropriate adjustments noted. Notify buyer of discrepancies.
- C. Ensure safe unloading of deliveries, proper stocking and rotation, and expedited stocking of low or out of stock items. Remove poor, out of date, and contaminated items appropriately.
- D. Route invoices to Receiving Manager.
- E. Coordinate returns, ensuring that returned items get back to appropriate suppliers in a timely manner.
- F. Rotate overstock into storage. Maintain approximate floor plan in storage area.
- G. When receiving work allows, perform storekeeping functions such as stocking, facing, cleaning. Assist customers with product questions.

**IV. OTHER**

- A. Participate in inventory counts
- B. Perform other tasks assigned by Receiving Manager
- C. Attend department meetings and all-staff meetings.

**Qualifications:**

- Organized, accurate, attention to detail.
- Ability to lift up to 50 lbs. continuously
- Familiarity with natural foods
- Ability to give clear instructions
- Ability to handle multiple demands
- Regular, predictable attendance
- Willingness and ability to learn to meet the changing requirements of the job.