

Menomonie Market Food Co-op Fresh Team Position Description

STATUS: Pay Level I

REPORTS TO: Fresh Manager

JOB SUMMARY:

The Fresh Team will stock and display produce, meat, and eggs, and provide prompt, friendly, helpful customer service. This position assists the Fresh Manager to meet objectives for sales, labor, and our Ends Statement, which is to be central to a thriving, healthy community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. CUSTOMER SERVICE AND INTERNAL SERVICE

- A. Provide excellent customer service to our shoppers, making the customers' needs your priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- 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.
- E. Work to resolve any customer complaints or issues with appropriate department manager and any internal conflicts directly.

II. STOCKING AND RECEIVING

- A. Assist with deliveries and stock product following department procedures.
- B. Maintain attractive, fully stocked, rotated, and faced sections and displays.
- C. Prep produce, following priorities set by the Fresh Manager.
- D. Ensure out of stock products are correctly marked.
- E. Cull displays several times daily, recording and disposing of low quality product. Mark down items as needed to reduce loss.
- F. Carry out established opening and closing procedures.
- G. Maintain department areas in clean, safe, orderly condition, meeting health department standards.

III. MISCELLANEOUS

- A. Assist customers by answering produce and meat questions. Contact customers when their special orders are ready for pickup.
- B. Participate in inventory counts.
- C. Attend department meetings and storewide meetings.
- D. Perform other tasks assigned by the Fresh Manager.

QUALIFICATIONS:

- Previous experience with produce, meat, and/or stocking/receiving preferred.
- Ability to stand for long periods.
- Ability to work in cold, wet conditions.
- Ability to handle multiple demands.
- Ability to communicate respectfully, clearly, and completely.

- Ability to project an outgoing, friendly personality.
- Attention to detail, accuracy.
- Willingness to work nights and weekends.
- Ability to regularly lift up to 50 pounds.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.