

## Job Title: Produce Department Manager

### Purpose:

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To provide top quality produce, with the widest selection and best value possible, at all times. To provide a safe, attractive, and efficient department staffed with well-trained employees who provide excellent customer service. The Produce Manager is responsible for the attainment of positive operating results in the Produce Department.

### Status:

Report to: General Manager

Full time 32-40 hours per week.

Positions reporting to the Produce Manager include, Produce Assistant/Clerks

Pay Level: Manager Level 2

### Essential Functions:

#### 1. Customer service

Customer service is MCM's primary focus in providing food, goods, and services to its customers. Staff shall treat all customers in a respectful and courteous manner, paying close attention to their individual needs to ensure that shopping at the MCM is as comfortable and satisfying an experience as possible. The Produce Manager is not only responsible for providing excellent customer service herself, but also for training and assisting the produce staff in their customer service skills.

- Ensure department employees treat customers in a friendly and helpful manner.
- Ensure department employees assist customers fully and answer their questions, needs, and requests.
- Resolve customer complaints in a fair and tactful manner.
- Encourage and answer all customer suggestions, requests and complaints pertaining to produce.

#### 2. Product Selection

The product selection of the produce department includes a wide range of foods including organic fruits, vegetables and herbs, as well as some select conventional offerings. Many products are sourced locally when possible. The produce department provides food of the highest quality, with the widest selection and best value possible.

- Work with the General Manager to determine product mix to achieve sales and margin goals and satisfy customer demand.
- Keep abreast of new product offerings and changing customer needs
- Stay up to date on, uphold and enforce organic standards
- Implement effective promotional programs, displays and signage, in conjunction with MCM Management Team.
- Stay abreast of competitor pricing
- Ensure proper storage, rotation and culling of produce.
- Work with produce staff to assure an excellent overall department presentation including fully stocked bins and shelves. The department should be clean, attractive and safe at all times with complete and accurate signs and shelf tags.
- Maintain optimum stock levels. The produce aisle should look abundant, while keeping inventory low enough to allow for optimal freshness of product, and minimal spoilage.
- Maintain effective working relations with suppliers.
- Schedule delivery of small vendor goods and oversee proper in-store receiving guidelines by produce staff.
- Work with produce staff to ensure all products are properly rotated
- Ensure accurate inventory numbers and correct pricing in POS of all produce department products.
- Ensure all signs and shelf tags are accurate.
- Assist as needed with daily operations, routines and procedures.
- Ensure Produce case is attractively merchandised during all open hours of operation.

### **3. Personnel**

Having a well-trained and effective staff is essential to the smooth functioning of the Produce Department. The Produce Manager is responsible for selecting, training, educating, motivating, and generally overseeing the produce staff.

- Determine optimal staffing levels in line with approved labor expense to sales ratios.
- Work with the General Manager and HR Assistant to staff the produce department, including hiring and/or firing of employees.
- Make final selection of produce employees, & ensure that they receive appropriate customer service & produce training.
- Write the weekly employee work schedule and organize the daily activities of the staff to ensure maximum productivity.
- Train, coach, and counsel employees to improve performance in job duties and responsibilities using the produce daily operations guidelines.
- Monitor staff performance to ensure all staff are following department policies and procedures. Intervene and assist where necessary.
- Formally evaluate employees according to the established review schedule.
- Set a positive example for employees.

### **4. Administration**

- Work with the General Manager to develop short and long-range department goals and plans. Implements those plans.
- Implement approved budgets and meet sales objectives leading to positive operating results.
- Complete timely and accurate department reports
- Read trade journals and attend regional or national trade shows and conferences to stay abreast of current industry trends.
- Work with the Brand/Marketing Manager to maintain color schemes, graphic styles, seasonal themes, and signage in line with the entire co-op.
- Ensure all produce equipment is well-maintained.
- Implement approved safety and sanitation programs in the department.
- Monitor and maintain department supplies.
- Write articles for the newsletter as needed.
- Organize quarterly produce inventory, cooler cleanings and department meetings.
- Perform other duties as assigned by the General Manager.

### **Preferred Qualifications:**

- Knowledge of produce identification, storage, use, and preparation.
- Understanding of organic standards as they apply to produce and prepared foods within produce.
- Ability to analyze budgets and sales reports
- Experience in purchasing and inventory control.
- Experience training and supervising staff.
- Ability to manage multiple demands and meet deadlines
- Ability to develop and maintain mutually respectful relations with customers, staff, and vendors.
- Ability to work independently and motivate self and others.
- Ability to handle stressful situations in a calm, effective manner.
- Effective problem solving skills
- Strong customer service skills.
- Excellent communication skills.
- Ability to cover all positions in produce department.
- Ability to properly lift 50 pounds.
- Spanish language proficiency.
- Microsoft Excel proficiency.

DISCLAIMER NOTICE: All elements of the job description listed above are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other duties as circumstances or conditions of its business, competitive considerations or the work environment change.