

The Food Co-op Job Description

Job Title: Produce Manager	FLSA Status: Non - Exempt
Department/Team: Produce	Job Classification Category: See Wage Plan
Reports To: Store Manager	Last Updated: February 16, 2015
Approved by: _____	Replaces: Produce Manager JD, 2010

GENERAL PURPOSE:

The Produce Manager is responsible for achieving positive operating results following Co-op policies and buying guidelines, while ensuring the highest level of customer service to the internal and external customers of the Co-op. This position provides our Members with top quality produce at all times while upholding the integrity of the organic products in accordance with *Good Organic Retailing Practices*. This position manages, motivates and provides Produce staff with the tools, coaching and direction required to be successful in their jobs. Working under the general supervision of the Store Manager, and within approved budgets, operating policies and procedures, this position manages the daily operations, activities and staffing of the Produce Department to ensure maximum productivity and efficiency in a safe, attractive department. The Produce Manager supervises the Produce Team Leader, Produce Assistant Team Leader and Produce Stocker positions.

ESSENTIAL FUNCTIONS/ RESPONSIBILITIES:

Leadership:

- Models supportive and participatory leadership qualities, promotes team building and motivates staff to achieve their stated objective.
- Treats staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
- Ensures that communications are clear, direct and respectful.
- Ensures the integrity of the Co-op's stated values in decision-making and in interactions with others.
- Ensures professional and friendly service from all Produce staff.
- Acts as a model to all employees by following Co-op policies and supporting the mission and strategic goals of the Co-op.

Produce Operations:

- Develops and implements approved short and long-range department goals and plans.
- Develops and implements approved budgets, sales objectives, margins, and markdowns leading to positive operating results.
- Provides acceptable explanation of variances from budgets and plans.
- Ensures effective promotion of products by utilizing signage and information, as well as recipes and vendor deals.
- Plans "Co-op advertising" with vendors, and store advertising with the General Manager, Marketing Department and other buyers.
- Ensures that optimum stock levels are maintained.
- Determines appropriate stock levels based upon movement reports.
- Purchases products consistent with approved inventory levels, with due consideration to approved inventory turns and controlled shrinkage.
- Monitors and takes corrective action in those areas contributing to shrink, such as loss of product, spoilage, spills, breakage and theft.
- Verifies product standards when receiving.
- Works in conjunction with all other Departmental Managers, and Local Cultivator to establish good cross-team communication, coordination and community relations.

Produce Manager

- Maintains effective working relations with suppliers, farms and other co-op partners.
- Accountable for attractive displays, consistent stock rotation, and proper culling of produce.

Department Maintenance/Safety and Sanitation:

- Responsible for the proper functioning of all department equipment.
- Ensures that all department equipment is used appropriately and well-maintained.
- Ensures receiving and back stock areas are clean and safe.
- Ensures department is attractive, well organized and clean.
- Responsible for upholding health department regulations, safety requirements, and store policies and procedures.

Personnel:

- Develops and upholds performance standards for all Produce staff.
- Ensures that the staffing schedules are posted within guidelines, and in line with approved labor expense budget and quarterly labor costs. Ensures coverage of vacant shifts without compromising departmental efficiencies.
- Hires qualified Produce staff within established hiring policies and procedures.
- Ensures training for all department staff, and timely completion of training protocols and checklists.
- Oversees daily activities to ensure maximum productivity and efficiency.
- Ensures timely, thorough and thoughtful performance evaluations to departmental staff.
- Ensures that employees know and adhere to department and store policies and procedures.
- Motivates and provides staff with the tools and materials required to ensure high quality and efficient job performance.
- Takes corrective counseling measures and/or disciplinary action, as needed, for all department staff, according to established personnel policies and guidelines.
- Ensures that department meetings are conducted to maintain effective communication with staff.

Records Management:

- Maintains accurate written procedures for the department.
- Processes all department invoices and returns to ensure that all merchandise purchased is priced correctly.
- Prepares credits accordingly and is responsible for accurate record keeping.
- Places departmental orders according to Co-op guidelines and vendor commitments.
- Oversees and monitors department supply purchases and inventory levels.

Product & Store Knowledge:

- Stays current on product and store knowledge.
- Keeps up-to-date on best vendor and supplier options for acquisition of highest quality products consistent with Co-op values, goals and fiscal parameters.
- Provides ongoing information for product /store knowledge training.
- Writes, reviews and edits product /store knowledge articles for the Co-op's newsletter as needed.

Budgeting and Planning:

- In coordination with Store Manager, develops annual labor, operating and capital budget for Produce Department according to established productivity, labor and cost goals.
- Works with Store Manager to establish goals for departmental productivity and labor expenditures.
- Reviews and analyzes departmental financial reports (sales, labor, margin, turns) and takes corrective action, as needed, to ensure compliance with operating, labor and capital budget.

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- Ensures effective coordination of Open Book Management (OBM) departmental meetings; monitoring of department fiscal performance consistent with OBM guidelines. Attends/participates and encourages staff involvement in storewide OBM meetings and initiatives.
- Attends Store Managers' meetings, Co-op Management Team meetings, and other meetings as required.

MINIMUM QUALIFICATIONS:

Education:

- Associate degree or equivalent experience.
- Valid Food Worker Card issued in WA, or acquired within 2 weeks of hire.

Experience:

- 3-5 years of relevant retail experience, preferably in a produce department, natural food or co-op setting required.
- Organic produce experience preferred.
- Demonstrated experience in supervision, delegation or team building required.

Knowledge, Skills, Abilities:

- Requires variable schedule, including early mornings, evenings and weekends.
- Ability to handle multiple demands in a fast paced environment, work under time pressures and meet deadlines.
- Ability to be open, learn and take on new responsibilities.
- Ability to be objective, neutral and calm under pressure.
- Ability to maintain regular, predictable attendance.
- Ability to effectively train and motivate (provide leadership to) department employees
- Ability to prioritize, organize, delegate, and handle multiple tasks and projects with limited direct supervision and ability to meet deadlines.
- Ability to use basic math to accurately calculate prices, invoices, margins and understand/prepare departmental budgets and Open Book Management benchmarks.
- Ability to maintain accurate records, maintain attention to detail and demonstrate excellent problem solving skills.
- Ability to read, comprehend and follow-through with instructions.
- Ability to maintain proprietary, financial and other sensitive information in a confidential manner.
- Ability to communicate effectively, verbally and in writing, with all levels of staff and members about product information, store procedures and departmental needs.
- Ability to effectively delegate work duties.
- Ability to read and analyze department financial reports, and make sound business decisions.
- Ability to work quickly and efficiently to accomplish tasks in a timely manner.
- Knowledge of basic computer skills, including a basic working knowledge of Outlook, Word and Excel.

PHYSICAL REQUIREMENTS:

- Ability to lift and move 25 - 40 pounds frequently, and up to 50 pounds regularly, during an 8 hour shift.
- Ability to sit, stand and walk for long periods of time (and to bend, crouch, climb and reach) for up to 8 hours.
- Requires manual dexterity to safely use knives and other equipment.
- Ability to work in a cold, damp environment and to work with wet produce for extended periods of time.
- Ability to operate office machines such as computers, calculators, etc.

3 This job description is not intended to be all-inclusive. It does not restrict the right to assign or reassign duties and responsibilities to this position at any time for reasonable accommodation or other reasons. This job description is subject to change at any time based on business or operational need.