



## Assistant Produce Manager JOB DESCRIPTION

- Purpose:** To support the daily operations of the Produce Department. This role assists the Produce Manager in ordering, receiving, and stocking fresh products while working closely with the General Manager and Retail Merchandising Manager. The Assistant Produce Manager helps coordinate promotions, supports staff hiring, training, & coaching, and contributes to maintaining high standards for product quality and department presentation. This position assists in meeting department goals for sales, margin, & productivity, supports staff supervision & motivation, and helps facilitate accurate monthly inventory processes. The role also contributes to data gathering and analysis to inform purchasing & product selection, and supports overall store operations while providing prompt, friendly, and courteous customer service.
- Status:** Reports to Produce Manager  
Full-Time  
Pay Level III, hourly

### RESPONSIBILITIES

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#### I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are always well served.

1. Actively interact with customers in the aisles daily so that each customer feels welcome, looks forward to returning, and has their needs met.
2. Perform the tasks assigned to this position in an exceptional manner.
3. Actively educate yourself about our products, natural foods, nutrition, and food preparation to best answer customer questions.
4. Assist the Produce Manager with providing staff members with product training that can be translated easily to customers.
5. Use your time at work productively and efficiently to spend as much time as possible with customers and so that business resources are well used.
6. Able to clearly explain Co-op Ownership and actively promote its benefits.
7. Handle unplanned situations calmly and in alignment with City Center Market policies.

#### II. DEPARTMENT OPERATIONS

1. Assist with maintaining product inventory consistent with our store brand, product selection policies, and customer preferences.
2. Assist with maintaining firm control of purchasing to ensure that sales, margin, and inventory goals are met.

3. Work closely with the Retail Merchandising Manager, as well as other Department Managers, to ensure that store inventory & displays are full and beautiful.
4. Place orders for the Produce Department & other departments as needed and requested.
5. Review invoices for accuracy, code them accurately, and obtain applicable credits.
6. Ensure accurate and up-to-date product & pricing information is entered into the POS system in a timely manner.
7. Troubleshoot issues with the POS and scanners as needed.
8. Process special orders in a timely and accurate manner.
9. Work with local producers whenever possible to maximize the availability of local produce.
10. Work with the Deli Department to coordinate the use of shrunk produce whenever possible, and to promote produce items.
11. Assist with conducting periodic price & product surveys of identified competitors & other co-ops and take the needed action to refine margin strategy.
12. Check for out-of-dates and record shrink. Review the shrink log and assist with adjusting orders accordingly.
13. Ensure that deliveries are tended to immediately for product integrity.

### **III. MERCHANDISING**

1. Build & maintain displays that enhance the beauty of fresh produce, attract customer attention, and are easy to shop.
2. Ensure the freshness of product by storing, displaying, and culling produce in the most appropriate manner.
3. Work with the Marketing Coordinator and Retail Merchandising Manager to develop and implement attractive, organized, and well-signed displays to enhance store brand and meet sales & margin goals.
4. Provide product information for newsletters, promotions, social media, and customer inquiries.
5. Maintain consistent, accurate, and attractive product & price signage in good condition according to store branding standards.
6. Ensure that products are appropriately signed with ingredient listings, allergens, and special diets labeling (COOL) as required.
7. Coordinate product demonstrations and sampling on a regular basis.
8. Provide printed information for staff & customers on product ingredients, nutritional attributes, and preparation guidelines.

### **IV. PERSONNEL**

1. Assist with supervising Produce Department staff in a manner that achieves effective & enthusiastic job performance.
2. Assist with maintaining control of scheduling to meet labor budget and sales per labor hour goals.
3. Utilize and assist with regularly updating Produce Department procedures and systems as well as corresponding worksheets.
4. Assist with hiring qualified applicants following established procedures.
5. Ensure on-the-job training of all new staff as well as ongoing training for current staff.
6. Assist with creating and keep up-to-date departmental training materials and checklists.
7. Assist with conducting performance evaluations and pay reviews according to established schedules and guidelines.
8. Support corrective action as needed following established policy.
9. Maintain communication with staff through regular meetings and correspondence.
10. Communicate regularly with all department staff members regarding product deliveries.

11. Act as a Person-in-Charge (PIC) of shifts as needed and scheduled.
12. Make certain that all staff members practice safe food handling.
13. Assist with finding appropriate training courses and registering necessary staff members.

#### **V. DEPARTMENT MAINTENANCE**

1. Maintain display and storage areas in a clean and orderly condition.
2. Meet and exceed health department standards.
3. All items must be labeled with ingredients and date produced.
4. Maintain an efficient plan for backstock storage and ease of restocking.
5. Assist with scheduling regular and thorough cleanings of department equipment and fixtures.
6. Communicate with the Produce Manager & General Manager to coordinate routine repairs and maintenance for department equipment and fixtures.

#### **VI. PLANNING**

1. Assist with planning for seasonal inventory purchases in a timely manner.
2. Assist with setting department sales, margin, and labor goals as needed for store budget and business planning.
3. Review department financial information with the Produce Manager and assist with corrective actions as needed.
4. Participate in store budget preparation as requested.
5. Maintain knowledge of trends in the natural foods and cooperative industry.

#### **VII. OTHER**

1. Be present at staff chats on a weekly basis & regularly communicate to staff on the status of backstock, cleaning needs, scheduling, etc.
2. Work with management directives as assigned and in support of the Produce Manager and General Manager.
3. Participate in quarterly inventory counts.
4. Attend and participate in Management Team meetings as requested.
5. Attend storewide meetings and training as scheduled.
6. Assist with preparing and delivering educational training for staff on a regular basis.
7. Represent City Center Market at community events and meetings as requested.
8. Participate in National Cooperative Grocers peer group meetings as assigned and report as appropriate.
9. Perform other tasks as assigned by the Produce Manager or General Manager.
10. Wear the uniform required of the department to be identifiable to customers as well as maintaining the uniform in a professional, clean, and orderly appearance.

#### **DESIRED SKILLS AND EXPERIENCE**

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- Previous departmental or supervisory experience and experience in retail (preferably in produce).
- Self-directed, creative, independent, and thoughtful.
- Excellent communication skills which include good listening skills and the ability to provide clear direction both written & verbal.
- Good computer skills including Microsoft Word, Excel, and database systems.
- Good understanding of retail financial systems.

- Strong leadership skills, including demonstrated team-building skills.
- Ability to handle and prioritize multiple demands.
- Knowledge of natural and organic foods, industry, and trends.
- Understand the differences between conventional and organic farming practices.
- Understand retail practices for both organic and conventional items.
- Demonstrated ability to deal respectfully with challenging people.
- Local food sourcing knowledge.
- Willingness and ability to grow to meet the changing requirements of the job.

## **ESSENTIAL PHYSICAL REQUIREMENTS**

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- Ability to process information through computer systems and POS systems.
- Ability to read, count, and write to accurately complete all documentation.
- Ability to read small print.
- Ability to move or handle merchandise throughout the store.
- Ability to reach, bend, twist, rotate, and kneel frequently.
- Ability to work in cold & wet conditions (coolers & freezers).
- Ability to withstand environmental exposure to extreme temperatures (coolers, ovens, freezers, outdoors, etc) and weather conditions.
- Ability to stand for prolonged periods of time.
- Ability to lift 50 pounds.
- Repetitive use of hands for grasping, pushing, pulling, and fine manipulation.
- Ability to operate equipment including phone system, computer system, cardboard baler, Zamboni, etc.
- Regular exposure to common food allergens.