CITY CENTER MARKET
food co-op & deli

Produce Clerk
JOB DESCRIPTION

Purpose: To support the daily operations of the Produce Department while providing excellent customer service. This role helps maintain full & attractive displays and accurate inventory levels, ensures product freshness & proper rotation, and keeps the department clean & compliant with health code standards. The Produce Clerk also assists with product signage and supports other departments, including serving as a backup cashier as needed, and supports overall store operations as part of a team-focused environment.

Status: Reports to Produce Manager & Assistant Produce Manager
Part-Time/Full-Time
Pay Level I, hourly

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done in primarily four ways:

1. Actively interacting with customers daily so that each customer feels welcome, looks forward to returning, and has their needs met.
2. Performing the tasks assigned to this position in an exceptional manner.
3. Actively educating yourself about City Center Market's products, natural foods, nutrition, and food preparation to best answer our customers' questions.
4. Using your time at work productively and efficiently to spend as much time as possible with customers and so that business resources are used well.

II. PRODUCE OPERATIONS

A. Stock, rotate, and merchandise fresh produce according to department standards.
B. Ensure displays remain full, fresh, abundant, and visually appealing.
C. Follow FIFO rotation and remove damaged or poor quality products.
D. Build, sanitize, and organize produce carts.
E. Bag designated produce items and maintain accurate labeling.
F. Assist with produce preparation as assigned.

III. WET RACK & MERCHANDISING

A. Set up and clean the wet rack each morning.
B. Break down and properly store wet rack product nightly.
C. Build and maintain seasonal displays.
D. Maintain accurate pricing, shelf tags, and country of origin labels.
E. Assist with introducing new products.

IV. RECEIVING & INVENTORY

A. Receive deliveries and verify invoices.
B. Inspect quality and document shortages or damaged product.
C. Date product and organize backstock.
D. Maintain FIFO rotation and proper storage.
E. Follow temperature and produce handling guidelines.

V. FOOD SAFETY & SANITATION

A. Sanitize prep areas and equipment.
B. Maintain produce carts and work areas.
C. Follow department cleaning schedules.
D. Prevent cross-contamination.
E. Record, process, and dispose of shrink according to department procedures.
F. Maintain food safety during product sampling.

VI. INVENTORY CONTROL

A. Record shrink accurately.
B. Monitor product quality.
C. Report on pricing and inventory discrepancies.
D. Assist with inventory counts as needed.

VII. DEPARTMENT SUPPORT

A. Assist other departments as needed.
B. Serve as backup cashier when requested.
C. Answer phones and assist customers.
D. Attend meetings and required training.
E. Perform other duties as assigned.

DESIRED SKILLS AND EXPERIENCE

- Experience serving the public.
- Good communication skills.
- Excellent customer service skills.
- Demonstrated attention to detail and good organizational skills.
- Demonstrated capacity for teamwork.
- Ability to prioritize tasks and handle multiple demands.
- Willingness and ability to grow to meet the changing requirements of the job.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer system and POS system.
- Ability to read, count, and write to accurately complete all documentation.
- Ability to freely access all areas of the store including sales floor, back room, and office areas.

- Ability to move or handle merchandise throughout the store including in coolers and freezers.
- Ability to frequently lift 50 pounds.
- Ability to frequently bend, stoop, reach, and crouch.
- Ability to work in a cold environment (coolers and freezers).
- Ability to stand for prolonged periods of time.
- Ability to safely lift, push, pull, and maneuver produce carts, pallet jacks, and merchandise throughout the department.