



Job Title: Produce Supervisor
Reports To: Produce Manager
Status: Nonexempt, Full-Time
Pay Scale: Group G / Supervisor

Job Description

POSITION SUMMARY: The Co-op's Produce Supervisor is responsible for overseeing and directing all aspects of Produce department operations in the absence of and per the direction of the Produce Manager. The Produce Supervisor ensures accurate and efficient filling of customer requests, attractive and full displays, and consistently provides great customer service. This position upholds management best practices, develops and mentors department personnel, adheres to labor and food safety guidelines, and ensures others maintain compliance with policy and procedures by establishing clear expectations.

Essential Duties and Responsibilities

1. Uphold all Co-op policies, procedures and expectations.

2. Customer Experience

- Under the direction of the Produce Manager, ensure the department operates effectively and efficiently; facilitate day-to-day operation and guarantee performance standards are met and that employees consistently work towards their ideal and peak performance.
- Exceed our customers' expectations for service and provide a welcoming environment for all people and all diverse backgrounds and in accordance with the Co-op's customer service standards.
- Model, provide, and ensure customers receive prompt, friendly and courteous services in a professional manner that markets our cooperative advantage.
- Maintain a calm and friendly demeanor with all customers and in all situations.
- Monitor and ensure that staff keep work areas neat, clean and orderly.

3. Department Operations

- Order, receive, and merchandise produce products following proper guidelines for merchandising, rotation, sanitation, pricing, mechanizing, and organic quality standards.
- Consistently replenish products to ensure freshness and visibility.
- Accept, order, receive, stock, and retrieve special orders.
- Follow proper procedures for opening and closing.
- Maintain inventory of products and supplies.
- Handle product returns from customers and arrange returns and credits to vendors.
- Conduct price changes and signage orders following department procedures.
- Maintain a working knowledge of department vendors, their products, and trends including how these suppliers meet our quality standards.
- Maintain a working knowledge of department delivery schedules.
- Organize and maintain cleanliness of walk-in cooler and all work areas, rotating product and noting products that need to be ordered.
- Follow department procedures for processing known loss, invoices, special orders, and transfers.

- Rotate all product using first in, first out (FIFO).
- Maintain department sanitation standards for cleaning utensils, counters, sinks, cutting surfaces, walls, and floors.

4. **Managerial Duties**

- In collaboration with the Produce Manager create, develop, communicate, implement, audit, and evaluate operating standards and procedures and make adjustments as needed.
- Know and adhere to all aspects of the Employee Handbook, current policies and procedures, and safety programs.
- Establish clear expectations for direct reports and support direct reports to ensure expectations are exceeded.
- Delegate and assign tasks for department personnel as needed and ensure tasks are completed.
- Provide adequate and timely communication with the Produce Manager in regards to problems/concerns, opportunities, recognition, and other matters of importance.
- Supervise work performance and conduct of personnel and support the Co-op's performance management practices as needed and in accordance with Co-op policies, procedures, labor and legal guidelines.
- Model behaviors that support the values of the Co-op, through supportive and participatory leadership, promoting cooperation, team building, and motivating employees to achieve goals.
- Immediately address and report concerns with employee behaviors or work performance to the Produce Manager and support them in investigating and addressing the concern appropriately.
- Cooperate with the Produce Manager as needed to assist with employees' contribution to the overall departmental goals and vision for the co-op.
- Help create and facilitate trainings for employees that enhance and build upon their skills, knowledge and abilities. Ensure new hires are trained appropriately and effectively.
- Contribute to regular performance evaluations and provide coaching as needed.
- Support the Co-op's security and safety protocols and establish strong departmental control measures.
- Note absences, tardiness, shift changes, and other variances or patterns according to procedure. Reallocate labor as needed to meet operating needs.
- Coordinate and authorize breaks for staff in accordance with Co-op policy and the needs of the department.
- Order and maintain adequate supplies.
- Support recruitment practices by screening and interviewing applicants per management's direction.
- Support Skagit Valley Food Co-op's marketing and outreach initiatives and contribute to marketing, outreach, and events as requested.
- Model communications with staff that are timely, clear, direct, and respectful.
- Model leadership behaviors to motivate staff and encourage teamwork.
- Treat staff equitably, fairly, consistently, and with respect.

5. **Financial Accountability**

- Work with the Produce Manager on scheduling needs and budgeting as requested.

6. **Other Duties**

- Assist in inventory counts, storewide cleaning, and other projects as needed.
- Attend meetings and events as requested.
- Ensure equipment repair and maintenance is communicated to appropriate personnel and make adjustments until equipment has been improved.

- Maintain working knowledge of and ability to perform all duties of direct reports.
- Perform other duties and work in other departments as assigned.

Job Qualifications

- Previous leadership experience desired; background in retail grocery industry preferred
- Proven ability to provide excellent, professional customer service by projecting a friendly, outgoing presence and maintaining a respectful demeanor at all times
- Ability to handle multiple demands, remain calm, think quickly, prioritize effectively, and problem solve within established guidelines
- Ability to work well with others in a cooperative environment where teamwork, compassion and constant communication are essential
- Ability to handle transactions accurately and responsibly
- Ability to meet expectations of regular, predictable attendance
- Ability to work a flexible schedule including mornings, evenings, and weekends
- Ability to maintain current food handler card
- Must be at least 18 years of age
- High school diploma or equivalent

Essential Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Frequent Physical Demands**
 - Stand for extended periods of time.
 - Use hands to grasp, handle, and feel.
 - Reach with hands and arms.
 - Walk, climb, balance, and stoop.
 - Lift and move up to 50 pounds.
 - Talk and hear.
 - Taste food.
- **Specific Vision Ability**
 - Close vision, distance vision, peripheral vision, and depth perception.
- **Availability**
 - Evening and weekend availability.

Work Environment

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Frequent exposure

- Cold (non-weather).
- Standing on cement floors for extended periods of time.
- Hand washing and wearing disposable gloves.
- Work with knives and other tools including plastic and metal.
- Work with various cleaning products including bleach.

2. **Occasional exposure**

- Cold to hot, and wet or humid conditions (weather and non-weather).

3. **The noise level in the environment is usually moderate to loud**

Important Disclaimer: Employees are expected to act in the best interest of the Co-op, even if doing so requires actions or responsibilities not listed in the above job description. The above statements are intended to describe the general nature and level of work being performed by those assigned to this job. They are not intended to be an exhaustive list of all duties and responsibilities required of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned which are not considered essential and may not be listed here.

Benefits Include

- 25% discount on all purchases and ability to make special orders at wholesale cost
- Medical, dental and vision insurance available for employee and dependent children
- 401(k) pension plan after one year of employment
- Paid sick and vacation time accrues from date of hire