

JOB TITLE: Department Manager
DEPARTMENT: Produce
SUPERVISOR: General Manager
SUPERVISES: Stocker/Receivers
FLSA STATUS: Non-Exempt
STATUS: Level 4. Last revised September 2023
PT/FT: Full –Time, 40 hours per week minimum

END GOAL

Three Rivers Market, a cooperative center of sustainable commerce, exists to benefit its members by creating and nourishing a healthier environment, healthier people, and a healthier community.

VISION OF SUCCESS

- Our community has access to healthy food
- Our local economy is humane and strong
- Our natural world is respected, protected, and restored
- Our people are happy

RESPONSIBILITIES

- Understand, support, and reinforce
 - *The cooperative principles and values*
 - *Three Rivers Market's End Goal and Visions of Success*
 - *Three Rivers Market's product standards and the Principle 6 Cooperative Trade Movement*
 - *Three Rivers Market's customer service vision and standards*
 - *The history of cooperatives, including Three Rivers Market*
 - *Local, organic, and natural foods*
 - *Workplace positivity and accountability*
 - Understand the requirements of the job and perform duties and tasks consistently, efficiently, and effectively as directed by the supervisor of the job
 - Understand and adhere to organizational and departmental policies and procedures, achieving expected results for the department and the cooperative
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ESSENTIAL DUTIES

1. Leadership

- a. Maintain comprehensive knowledge of, and ensure compliance with, regulatory rules and standards relevant to the department that can include and is not limited to the following:
 - National Cooperative Grocer (NCG)
 - United States Department of Agriculture (USDA)
 - Tennessee Department of Agriculture
 - Occupational Safety and Health Administration (OSHA)
 - U.S. Department of Labor (DOL)
 - Knox County Health Department (KCHD)
 - Hazard Analysis and Critical Control Point (HACCP) Guidelines
 - U.S. Food and Drug Administration (FDA)
 - Americans with Disabilities Act (ADA)
- b. Contribute to a KCHD health score of 95 or higher for the co-op
- c. Act as a model for all employees, abiding by all co-op policies and procedures outlined in the Employee Manual and other documents, and ensuring the integrity of Three Rivers Market's values, principles, and standards in decision-making and interactions with others.

- d. Ensure professional and friendly service from all department employees.
- e. Actively seek out educational opportunities to increase the skills and knowledge of all department employees.

2. Operations

- a. Ensure staff is available to respond to customers' requests and needs.
- b. Ensure shelves and displays, including cross-merchandise locations, are clean and beautiful, fully stocked, and fresh, with accurate, up to date shelf tags and other signs.
- c. Ensure orders are correctly received. Set stocking priorities for staff. Stock items as needed.
- d. Ensure daily tasks are assigned, and needed tools and supplies are on hand, to create high quality, productive, and efficient systems and enhance individual job performance.
- e. Ensure department equipment is maintained and properly serviced. Advise General Manager of equipment repair and replacement needs.
- f. Ensure that refrigeration equipment temperatures are documented regularly with properly calibrated, working thermometers.
- g. Ensure correct pricing and handling of Quick Orders, Special Orders, and Local Partners orders.
- h. Communicate ordering times, deadlines, and changes in delivery time to other departments with shared vendors.
- i. Ensure well-organized back stock to minimize loss and out of stocks on the retail floor.
- j. Ensure staff is following safety, sanitation, and security procedures.
- k. Ensure all unsellable items are properly disposed of.
- l. Conduct accurate monthly and quarterly inventory counts.

3. Personnel

- a. Develop, model and uphold performance standards for all department employees.
- b. Recruit and hire qualified employees within established policies.
- c. Develop and maintain Produce Department Standard Operating Procedures and associated training documents. Ensure training for all department employees and successful completion of training checklists with new department staff.
- d. Schedule department employees to meet department and store needs within labor budget and goals.
- e. Provide appropriate supervision to ensure accountability within Shift Leader and Manager on Duty System.
- f. Contribute to thorough and thoughtful performance evaluations of department employees upon completion of trial periods and as needed.
- g. Take corrective action as needed for department employees according to established personnel policies.
- h. Terminate employees as necessary, following established personnel policies.
- i. Conduct monthly staff and other meetings as necessary. Emphasize interdepartmental and all-store communication and cooperation, and facilitate employee engagement in department and storewide issues and opportunities.

4. Merchandise

- a. Develop and maintain a dynamic system of category management, maintaining a core set along with a strong local and P6 set.
- b. Meet with local producers, distributors, brokers, and sales reps to identify and bring in new products, negotiate favorable pricing, promotions, terms, quality, and delivery schedules.
- c. Maintain our merchandising standards and implement best practices.
- d. Provide new product and product change information to, and coordinate the introduction of new products with, the Information Services Department.
- e. Contribute to the website, Facebook page, eNews, and other available promotional outlets upon request.

5. Planning and Organizing

- a. Prepare for emerging needs of the cooperative using goals to guide actions.
- b. Handle multiple projects, determining project urgency in a meaningful and practical way.
- c. Work with General Manager to develop multi-year business plans for the department and the cooperative.
- d. Adhere to business plans.

6. Financial

- a. Ensure invoices are properly coded and turned in to Bookkeeping in a timely manner.
- b. Develop, implement, and maintain procedures to ensure proper credit is received for all vendor errors or compromised product.
- c. Develop variable pricing strategies to maximize sales growth and achieve margin goals. Ensure accurate, competitive pricing based on pricing strategy.
- d. Reach department goals for labor, sales growth, margin, and turns.

7. Other

- a. Perform other tasks as assigned by General Manager.

QUALIFICATIONS

- Minimum of 5 years of management experience including development and maintenance of policies, standard operating procedures, and systems
- Experience with retail produce operations
- Knowledge of sustainable agricultural practices and organic certification regulations
- Proven ability to handle multiple demands, work under time pressures, and meet deadlines
- Outstanding customer service skills, including experience with diverse cultures and background
- Willingness and ability to learn and grow to meet the changing requirements of the job
- Able to work early mornings and weekends

COMPETENCIES

- **Customer Service** – Puts customers first, treats everyone encountered while working fairly, consistently, and respectfully, ensures efficient, informative, and friendly service, responds to calls for assistance with customer needs, protects customers from internal disagreements.
- **Communication** – Effectively communicates in English. Listens well and gets clarification, communicates respectfully, clearly, directly, and honestly with all others in the organization at all times, understands and uses positive problem solving methods, clearly presents information through the spoken or written word, edits work for spelling and grammar, presents numerical data effectively, reads and accurately interprets written information including all policies and procedures. Has a working phone that receives calls and/or text without delay.
- **Creativity and Initiative** - Generates new and feasible ideas for improving the department and the cooperative overall. Transforms ideas into productive business outcomes. Meets challenges with thoughtfulness, resourcefulness, and creativity. Deals effectively with ambiguity. Brings about great results from ordinary circumstances.
- **Decision Making** – Performs tasks according to department procedure. Exhibits judgment and a realistic understanding of issues. Reviews facts, weighs options, and uses reason, even when dealing with emotional topics. Applies an appropriate sense of urgency when making decisions. Performs basic mathematical procedures correctly.
- **Flexibility** – Remains open-minded and changes opinions on the basis of new information. Learns and adapts to new tasks, situations, and the varying needs of the cooperative quickly and cooperatively.
- **Planning/Organizing** – Prioritizes and plans work activities and uses time efficiently, managing transitions from task to task effectively. Stays productive and focused, maintains a neat work area, and demonstrates attention to detail, performing tasks accurately and efficiently.
- **Professionalism** – Works number of hours/week scheduled for and arrives on time and ready to work for scheduled shifts, meetings, and other tasks or appointments regularly and predictably. Accepts direction willingly. Approaches others in a tactful manner, exhibits calmness and accuracy under pressure, and treats others with respect and consideration regardless of their status or position. Maintains confidentiality and accountability for own actions. Understands technical requirements of job, applies technical knowledge consistently, and follows through on assigned tasks and commitments. Keeps emotions under control.
- **Stewardship** – Conserves and protects the assets and the overall success and sustainability of the co-op. Contributes to and supports improvements to the co-op's systems and standards.

- **Team Work** –Treats co-workers with consistency and fairness, in a style appropriate to a cooperative work environment. Gives and welcomes feedback and exhibits objectivity, neutrality, and calmness under pressure. Open to others' views. Keeps store, backroom, offices, and other work areas orderly and clean.

WORK ENVIRONMENT

- Fast paced, physically-demanding work environment
- Business office with moderate to loud environment including but not limited to: Computers, printers, paging, telephones, human voices, equipment, and machinery
- Occasional job related travel for training, meetings, and/or events.
- Work near moving mechanical parts (i.e. store equipment, tools, etc.)
- Work in cold/hot climate areas (i.e. outdoors, walk in cooler, freezer)
- Ability to work in an environment with moderate to loud noises (i.e. equipment and machinery)
- Crowded work spaces. Computer sharing required
- Work in high precarious places (i.e. ladders, ladder work)

ESSENTIAL PHYSICAL QUALIFICATIONS

- Unimpaired eyesight and hearing
- Standing, walking, bending, sitting, reaching
- Using hands or fingers to handle or feel
- Use of sharp cutting instruments
- Ability to lift and push up to 50 lbs.
- Ability to team lift and push up to and over 100 lbs.
- Ability to climb up and down step stools, stairs, ladders
- Ability to use feet and hands to operate machinery and company vehicle(s).
- Ability to work in hot, cold, and wet climates
- High level of maneuverability
- Ability to communicate by talking and hearing.

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements, and conditions listed in this job description are representative only and not exhaustive of the tasks that the 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 tasks as circumstances or conditions of its business, competitive considerations or a work environment change.