



JOB DESCRIPTION

JOB TITLE:	Produce Department Coordinator
DEPARTMENT:	Produce
SUPERVISOR:	Produce Department Manager
FLSA STATUS:	Non-exempt
STATUS:	Level 3
PT/FT:	Full-Time, 35-40 hours
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PURPOSE

As the Produce Department Coordinator, you'll ensure an exceptional customer experience in our Produce area by leading product selection, maintaining high quality, and providing in-depth knowledge. Upholding co-op standards, you'll develop and support your team, implement efficient systems, and embody our values at Three Rivers Market.

WORK ENVIRONMENT

- Fast paced retail floor and prep area.
- Business office with moderate to loud environment including but not limited to: Computers, printers, paging, telephones, human voices, equipment, and machinery.
- 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 workspaces. Computer sharing required.
- Work in high precarious places (i.e. ladders, ladder work).
- Work with knives and other tools.
- Work with various cleaning products.
- Occasional job-related travel and event work within metro Knoxville area and/or National Cooperative Grocers Association training or meeting locations.

RESPONSIBILITIES

1. Quality Service

- a. Treat everyone encountered while working for Three Rivers Market (TRM) fairly, consistently, and respectfully.
- b. Ensure efficient, informative, and friendly service according to established policies.
- c. Respond promptly to calls for assistance with customer needs.
- d. Assist customers and employees with product questions in a prompt and friendly manner.
- e. Model, provide, and ensure customers receive prompt, friendly, and professional services, showcasing our cooperative advantage through courteous interactions.
- f. Monitor and ensure that staff keep work areas neat, clean, and orderly.
- g. Ensure attractive department signage for enhanced aesthetics and clear customer communication.

2. Produce Operations

- a. Stock produces and prepared products following proper guidelines for merchandising, rotation, sanitation, pricing, mechanizing and organic quality standards.
- b. Follow proper procedures for opening and closing.
- c. Order products following proper procedures.
- d. Stay informed about produce vendors, their products, and trends, ensuring alignment with our quality standards and fostering effective vendor relationships.



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- e. Maintain a working knowledge of department delivery schedules.
- f. Receive orders, weight in product, inspect for quality, record date received, and fill out receiving reports and other paperwork as needed.
- g. Organize and maintain cleanliness of walk-in cooler and all work areas, rotating product and noting products that need to be ordered.
- h. Take customer orders, help customers make selections, and packaging products.

3. Inventory Control

- a. Research new recipes, adjusting offerings to match seasonal ingredients availability from local vendors.
- b. Ensure maximum product quality, flavor, freshness, and food safety.
- c. Utilize systems to track and report data on department results. Use this data to analyze where loss is occurring; assist with development and implementation of solutions to prevent recurring losses, as well as to maximize sales of top-sellers.
- d. Assists with overseeing training of staff on correct handling, prep, stocking, pricing, storage, and rotation of merchandise. Focus training on both effectiveness and efficiency.
- e. Adhere to TRM product standards in the choosing of products and ingredients.
- f. Assist the Produce Department Manager and/or oversee the purchasing of all produce ingredients and products to ensure proper inventory stock levels and turns and minimize transfers from other TRM departments. Ensure that organic, sustainable, and local items are prioritized in purchasing.
- g. Negotiate with suppliers for favorable prices and terms, quality, and delivery.
- h. Ensure proper receiving by department staff according to established procedures.
- i. Review invoices for pricing and discount accuracy; ensure accurate coding.
- j. Assist with setting pricing to meet margin goals for department.
- k. Assist the Produce Department Manager in the coordination of monthly and quarterly inventory counts.
- l. Ensure that credit is received from suppliers where applicable for returned or low-quality products. See that unsellable items are recorded and properly disposed of.
- m. Work with Produce Department Manager to ensure that prepared produce merchandising is attractive and abundant.
- n. Participate in re-sets as requested.

4. Support and Coordination

- a. Assist Produce Department Manager with interviewing Produce Department employees.
- b. Provide on-the-job training to Produce Department employees. Assist Produce Department Manager in the development of training documentation and performance standards.
- c. Assist Produce Department Manager with scheduling.
- d. Develop daily task schedules and oversee Produce employees, ensuring that all TRM policies and procedures are followed.
- e. Monitor labor levels for Produce Department and communicate needs to Produce Department Manager.
- f. Document performance feedback to Produce Department employees according to established personnel policies and procedures. Assist Produce Department Manager with documentation of Produce Department employee's performance and actions according to established personnel policies and procedures.
- g. Emphasize interdepartmental and all-store communication and cooperation and facilitate participation of department staff in storewide issues. Communicate departmental priorities to produce department employees by conducting monthly meetings with produce department staff according to established store-wide meeting schedule.
- h. Develop and ensure the maintenance of attractive, clean, and full displays of Produce product.
- i. Delegate and assign tasks for department personnel as needed and ensure tasks are completed.



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- j. Note absences, tardiness, shift changes, and other variances or patterns according to procedures. Reallocate labor as needed to meet operating needs.
 - k. Model communications with staff that are timely, clear, direct, and respectful.
- 5. Sanitation and Safety**
- a. Follow safety policies and procedures at all times.
 - b. Ensure department meets all Health Department requirements by adhering to the TRM Sanitation Manual policies and procedures.
 - c. Ensure that produce cooler, work areas, storage areas, walk-in and floors are clean and orderly by implementing regular and thorough cleanings.
 - d. Maintain department sanitation standards following TRM procedures, for cleaning utensils, counters, sinks, cutting surfaces, walls, and floors.
- 6. Other**
- a. Advise Produce Department Manager of supplies, small wares, and equipment repair/replacement needs.
 - b. Attending regularly scheduled weekly meeting with Produce Department Manager to ensure department and store-wide priorities are being addressed.
 - c. Attending other meetings as necessary and/or requested by the Produce Department Manager.
 - d. Perform other tasks as assigned by Produce Department Manager. Additional duties as required.

QUALIFICATIONS

- *Availability* – Must be available to work nights and weekends.
- *Education and/or Experience*
 1. High School diploma or equivalent.
 2. Previous produce, agriculture, or similar experience. Experience with natural and organic foods preferred.
 3. High level of interest in natural and organic foods. High level of interest in the cooperative business structure and in the long-term sustainability of locally owned, independent businesses preferred.
 4. Very strong work ethic and demonstrable attention to detail. Must be a fast, focused, and hardworking person.
 5. Supervisory experience preferred.
 6. Experience working with the public. Experience with diverse cultures and backgrounds preferred.

PERFORMANCE SKILLS

- *Teamwork* – Able to share due credit with coworkers, display enthusiasm and promote a friendly group working environment, solicit opinions from coworkers and support group decisions, exhibit objectivity and openness to others' views, give and welcome feedback, contribute to building a positive team spirit, able to build morale and group commitments to goals and objectives, and support everyone's efforts to succeed.
- *Leadership* – Exhibits confidence in self and others, inspires and motivates others to perform well, effectively influences the actions and opinions of others, accepts feedback from and gives appropriate recognition to others. Delegates and supervises work effectively.
- *Flexibility* – Is able to remain open-minded and change opinions on the basis of new information, perform a wide variety of tasks and change focus quickly as demands change, manage transitions effectively from task to task, adapt to the varying needs of the cooperative.



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- **Communication** – Listens well and gets clarification, responds well to questions, participates in staff meetings and other avenues for employee participation such as Employee Surveys, is able to clearly present information through the spoken or written word and talk with Members, Owners, customers, co-workers, and/or vendors, edits work for spelling and grammar, presents numerical data effectively, and is able to read and interpret written information including all policies and procedures.
- **Planning/Organizing** – Uses time efficiently, stays focused on tasks, maintains a neat work area, and pays attention to detail. Prioritizes and plans work activities, plans for additional resources, sets goals and objectives, organizes and schedules other people and their tasks, and develops reasonable action plans. Able to prepare for the emerging needs of the cooperative, manage multiple projects, and determine project urgency in a meaningful and practical way.
- **Professionalism** – Approaches others in a tactful manner, exhibits calmness and accuracy under pressure, treats others with respect and consideration regardless of their status or position, maintains confidentiality, accepts responsibility for own actions, follows through on commitments, and exhibits friendly, helpful, and courteous service when acting on behalf of TRM. Keeps emotions under control, remains open to others' ideas and tries new things, can work in a positive, cooperative, and friendly manner.
- **Stewardship** – Conserves and protects the assets and the overall sustainability and success of the co-op. Develops and implements cost saving measures.
- **Attendance/Punctuality** – Is able to work number of hours/week hired for, arrives on time and ready to work for scheduled shifts, meetings, and/or other tasks or appointments.
- **Decision Making and Problem Solving** – Able to take action in solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics; review facts and weigh options.
- **Analytical** – Is able to perform basic mathematical procedures. Synthesizes complex or diverse information.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- **Initiative** – Able to bring about great results from ordinary circumstances; prepare for problems or opportunities in advance; transform ideas into productive business outcomes; undertake additional responsibilities and respond to situations as they arise without supervision.

ESSENTIAL PHYSICAL QUALIFICATIONS

- Standing, walking, bending, sitting, reaching.
- Using hands or fingers to handle or feel.
- Use of shared cutting instruments.
- Ability to lift up to 50 lbs.
- Ability to team lift 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.

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.