

VIROQUA FOOD CO-OP GROCERY STOCKER JOB DESCRIPTION

Purpose: To keep displays, coolers, shelves in the grocery, bulk, refrigerated and frozen departments fully stocked and to provide prompt, friendly, courteous customer service.

Status: Reports to Grocery Manager, Assistant Grocery Manager
Pay Level 1

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

Customer Service

- A. Offer consistent, fair and respectful customer interactions (both internal and external customers).
- B. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
- C. Provide product information and educational materials to customers and staff.
- D. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
- E. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

I. STOCKING

- A. Stock displays fully without overcrowding; face items on shelves.
- B. Rotate older stock to front, making space for new stock.
- C. Pull short-date or low-quality items and follow established procedures for recording and disposing of them.
- D. Take inventories of department stock for buyers as requested. Notify buyers of out-of-stocks.
- E. Check for backstock when stocking.

II. CUSTOMER SERVICE SPECIFIC TO GROCERY

- A. Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- B. Offer suggestions for purchases and ways to prepare products.
- C. Help customers place special orders.

III. RECEIVING

- A. Prepare storage areas for incoming deliveries.
- B. Check deliveries to verify piece count, and check for obvious damage. Notify buyer of discrepancies.
- C. Help with unloading as needed.
- D. Sign for deliveries with appropriate adjustments noted on invoice.
- E. Rotate overstock into storage.
- F. Label items with price tags when needed.
- G. Set aside special orders, match product with special order form and notify buyer to call customers.

IV. DEPARTMENT MAINTENANCE

- A. Keep shelves, coolers, bins and backstock in clean, orderly condition. Dust and clean shelves and product when stocking.
- B. Remove trash promptly, sweep and mop floor.
- C. Keep department equipment in assigned area and in working order.
- D. Use equipment safely. Monitor cooler and freezer temperatures. Advise Merchandising Manager of equipment problems.
- E. Record department shrink promptly and accurately.
- F. Participate in periodic physical inventory counts.

V. OTHER RESPONSIBILITIES

- A. Perform other tasks assigned by Merchandising Manager.
- B. Attend department and all-staff meetings.
- C. Answer and route phone calls, take and route messages as needed.

QUALIFICATIONS

- Experience serving the public
- Familiarity with natural foods
- Ability to project friendly, outgoing personality
- Ability to lift 50 lbs. regularly
- Ability to handle multiple demands
- Organized, attention to detail
- Regular, predictable attendance
- Willingness and ability to grow to meet the changing requirements of the job

THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:

Customer Service

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

Communication

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

Mission Integration

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

Personal Effectiveness

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

Performance Standards

Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.
- Wears protective clothing as required for position.