

Title	Produce Clerk
Location	Petoskey
Supervisor	Produce Manager
Status	Non-Exempt
Pay Level	I - II

Job Description

Purpose of Position

The Produce Clerk is responsible for creating abundant displays of fresh, high quality fruits and vegetables. This position supports the Produce Manager in ensuring that all produce is high quality, displays are full, and customer questions and inquiries are answered in a friendly manner. The Produce Clerk maintains a clean and safe prep area, backstock cooler, and workspace and adheres to all food safety protocols. This position also ensures the entire department is kept clean throughout their shift.

Essential Functions of Produce Clerk Position

Department Operations

- Culls, rotates, and restocks produce cases several times daily to ensure high quality and abundant displays that meet customer demands and management expectations.
- Restocks and maintains floor displays to avoid empty display areas and keep areas full.
- Properly prepares produce items for retail sale.
- Accurately prices and/or labels produce within floor displays as required. Ensures proper signage for each display and follows labeling compliance laws.
- Ensures careful and attentive handling of produce.
- Maintains appropriate rotation practices to avoid excessive shrink.
- Maintains floral/plant displays.
- Maintains standards of cleanliness across the department (sales floor, work space, and back areas).
- Completes all required procedures before leaving shift.
- Adheres to safety policies of the department, including food and equipment handling.
- Participates in quarterly inventory as requested.
- Participates in regular department or store meetings as required.
- Assists in equipment cleaning or maintenance as requested.

Customer Service

- Ensures excellent internal and external customer relations by modeling friendly, engaged customer service.
- Responds promptly to customer product requests and documents results.
- Develops and maintains professional rapport with all vendors and suppliers.

Essential Functions of all Grain Train Positions

- Provides an exceptional customer experience to internal & external customers, both in person and via phone and email:
 - Responds promptly and honestly to customer inquiries, relaying any concerns and comments to the appropriate parties.
 - Greets customers with a smile and eye contact, offering a friendly farewell as they leave.
 - Communicates respectfully.
- Wears any Grain Train required uniform (nametag, apron, etc.) so as to be easily identifiable to customers and able to work safely (hair back, close toed shoes, etc.).
- Ability to work with many types of people in an open and honest cooperative environment and non-judgmental way.

- Asks for help and clarity from co-workers and provides help to customers and co-workers as needed.
- Regularly participates in and review communications in Microsoft Teams and Outlook.
- Works efficiently and safely.
- Collaborates with others to find solutions.
- Demonstrates regular and dependable attendance.
- Follows store procedures and SOPs.

Preferred Knowledge, Skills and Abilities

- Familiarity with varieties of fruits and vegetables, including cooking and storage.

Physical Demands and Work Environment

- Ability to lift up to 50 pounds consistently and safely.
- Frequent activities include standing, walking, reaching, repetitive wrist motions, kneeling, bending, climbing and stooping.
- Sensory requirements include seeing, hearing, speaking, and touching.
- Ability to move in between different buildings, including up and down stairs.
- Ability to operate equipment including a phone system and computer.
- Ability to communicate and exchange information, including reading and writing.
- Regular exposure to food allergens.

This job description is a general description of job functions. It is not intended to describe all duties someone in this position may perform. All Grain Train employees are expected to perform tasks as assigned by leadership, regardless of job title or routine job duties. The Grain Train reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business operations or work environment change.