

Blue Hill Co-op
70 South Street
Blue Hill, ME 04614

Department: Produce
Reports to: Produce Manager
Status: Non-Exempt, Level 1
Prepared Date: June 2020

Job Summary

This position keeps displays fully stocked and consistently well cared for according to established Produce Department standards and guidelines. The Stocker consistently provides prompt, friendly, courteous, and active customer service.

General Accountability

Non-exempt, work directed by others. Decisions focus on individual responsibilities within relatively narrow guidelines, yet can affect customer satisfaction.

This position has access to information necessary to perform job tasks and is expected to treat Blue Hill Co-op employee and customer service interactions with appropriate discretion.

Reporting to the Produce Manager, the Produce Stocker is responsible for providing the highest level of service possible to our customers, vendors, co-workers and community. This position is also required to maintain the highest standards of professionalism and contribute towards a positive work environment that requires the highest standard of personal conduct.

Supervisory Responsibilities

None.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability and/or attributes required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Adhere to policies as outlined in the Blue Hill Co-op's Employee Handbook.
- Be proactive with regard to creative self-learning and professional development while having a curiosity and desire to learn. Attend all required meetings and trainings.
- Follow all department policies and procedures in order for Blue Hill Co-op to adhere to all State, Federal and OSHA regulations.
- Support Blue Hill Co-op's Global Ends, Values, Co-op Principles and Diversity Statement.
- Help train other stockers as directed by Produce Manager.

- Perform other duties as assigned.
- Contribute to the effective merchandising and display of all produce items throughout the department.
- Stock displays fully and consistently as appropriate with a high regard for quality; face items on shelves.
- Perform all stocking duties at a high level and contribute to a consistently positive customer experience.
- Set-up and stock produce displays. Rotate stock to maintain freshness.
- Pull dated or low-quality items and follow established procedures for recording and disposing of them.
- Label items accurately with price tags or signs. Report price discrepancies to the Produce Buyer, Produce Team Lead, Produce Shift lead or Produce Manager.
- Create, follow, and maintain necessary stocking lists.
- Offer suggestions for purchases and ways to prepare products if possible.
- Follow all departmental guidelines and procedures for promoting, establishing, and maintaining the quality of all produce items at a high level.
- Perform prepping duties as needed or as directed
- Keep shelves, coolers, and bins in clean, orderly condition.
- Remove trash promptly; sweep and mop floor as needed.
- Keep department equipment in assigned area, in working order.
- Use equipment safely. Notify Manager of equipment problems immediately.

Core Co-op Competencies

- Sense of humor!
- Be a team player. A team player is one who has the “willingness to consider the effects of one’s own decisions on others and has the ability to focus on the larger Co-op goals rather than individual concerns.”
- Ability to work well with others in a cooperative environment where teamwork, compassion and constant communication are essential.
- Ability to demonstrate clear and expressive verbal and written communication skills, following the proper channels as outlined by supervisor(s) as well as genuine active listening skills.
- Ability to follow through on commitments and having a high sense of personal and professional accountability.
- A consistent and genuine ability to project a friendly and outgoing personality.

- Ability to handle multiple demands, remain calm, think quickly, prioritize effectively and problem solve within established guidelines.
- Ability to speak, read and understand the English language and carry out complex instructions.
- Ability to add, subtract, multiply and divide in all units of measure.
- Ability to meet expectations of regular, predictable attendance.
- Ability to work a flexible schedule including mornings, evenings, weekends and occasional late nights.

Qualifications

- Six months of produce or farming experience OR one year of customer service experience preferred.
- High School diploma or GED required.
- Knowledge of local and organic foods and the natural foods industry preferred.

Work Environment

Able and willing to work in a busy retail environment. May be exposed to various temperature changes and work environments, frequently working with and in coolers, including the handling of wet produce. This position requires the performance of repetitive tasks as well as significant lifting, walking, standing, moving, carrying and stocking product. Expected to lift up to 50lbs regularly.