



JOB TITLE: PRODUCE LEAD

REPORTS TO: PRODUCE MANAGER

SUPERVISES: PRODUCE STAFF

Revision Date: 11/2021

JOB FUNCTION: To supervise and direct activities of the Produce Team, ensure systems are running effectively, displays are attractively maintained, purchasing is accomplished as directed and to exceed customer expectations.

DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE

- Ensure that the Produce Department is a warm, welcoming, safe and positive place for all, recognizing the Produce Department's unique position as the "first impression" of Lakewinds as customers enter the store.
- Exemplify exceptional customer service skills and communicate expectations to staff.
- Share knowledge of produce use, seasonality and industry issues related to produce with the Produce Team and with customers.
- Lead the Produce Team to solve problems and assist customers with questions.
- Familiarity with co-op policies, membership, programs and products in order to answer customer questions.
- Sample products for customers and direct the Produce Team in making effective product demos.

SAFETY

- Lead the Produce Team to execute operations safely at all times following all safety procedures, emphasizing safe body mechanics in a fast paced environment.
- Be proactive in reducing work related injuries by recognizing and solving potentially hazardous situations and bring concerns to the attention of the Produce Manager, the Produce Team and the Store Manager.
- Lead Produce Team safety trainings and ensure that the Produce Team is trained to respond to safety issues within the Produce Department.
- Ensure the Produce Department is clean, safe and free of debris.
- Assist the Department Manager in ensuring that all DOH regulations are met or exceeded.

PRODUCE OPERATIONS

- Lead in assuring that signs are accurate and professionally maintained.
- Execute promotions as directed by the Produce Manager and Produce Category Manager.
- Lead in assuring that stocking, rotations, facing, culling, prepping, receiving, quality control, product demos and cleanliness meets or exceeds the Produce Department's standards.
- Lead in assuring that all systems related to Scanning, Accounting, Marketing, Front End, Human Resources and other departments operate effectively.
- Assist the Produce Department Manager in assuring accurate inventory counts.

DISPLAYS AND MERCHANDISING

- Lead the Produce Team in maintaining appealing, stocked and organized displays with particular attention to items on special, seasonal items, and fast movers.
- Work with the Produce Department Manager in placement of new products and sales items.
- Work with the Produce Department Manager in merchandising changes and adjustments due to seasonal changes and changes in product availability.
- Communicate effectively with customers and staff about product out-of-stocks.
- Communicate with the Produce Manager on requested items, opportunities for new products, and items not meeting quality or product standards.

PERSONNEL

- Lead the Produce Team in all aspects of operation in the absence of the Produce Manager.
- Lead the training of team members upon hire and as appropriate throughout employment in a professional and courteous manner.
- Lead the Produce Team to be efficient and productive.
- Lead the Produce Team to exhibit a professional work ethic and superior customer service.
- Demonstrate and enforce high standards of attendance, conduct, dress, and behavior toward customers and coworkers.
- Help coordinate and attend all department meetings and facilitate meetings in the absence of the Produce Manager.

PURCHASING AND PRICING

- Work with the Produce Department Manager to place daily orders to maintain fresh and abundant displays while controlling inventory levels to maximize profitability and efficiency.
- Work with the Produce Manager to place orders as directed by the Order Guide and Lakewinds Product Standards and make informed pricing and merchandising adjustments as necessity dictates.
- Communicate issues with quality, consistency, pricing, and product standards encountered while ordering with the Produce Department Manager, the Produce Category Manager, the Produce Team and relevant outside partners.
- Maintain professional, courteous and ethical relationships with all distributors, local producers and suppliers.
- Purchasing Leads may be required to demonstrate proficiency in ordering protocols in SMS.

OTHER

- Perform other duties as assigned by Produce Department Manager.
- Attend all required Lakewinds training classes.

QUALIFICATIONS

- Minimum three years full time experience in a retail produce setting preferably in a cooperative.
- Demonstrated leadership skills and presence.
- Ability to project a friendly, outgoing image.
- Ability to positively contribute to and develop team goals.

ESSENTIAL REQUIRMENTS

- Ability to communicate effectively with coworkers, customers and suppliers.
- Ability to read, count and write to accurately complete all inventories, pricing, and reports.
- Ability to freely access all areas of the store including selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds repeatedly and up to 80 pounds occasionally.
- Ability to move full pallet of product across the store with pallet jack occasionally.
- Ability to perform the following movements – used in stocking, receiving and department maintenance – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work in temperatures below 35° for more than one hour at a time.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods 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, competitive considerations, or the work environment change.