

## **GROCERY PERISHABLES LEAD JOB DESCRIPTION**

**Purpose:** To select, purchase, price and promote grocery perishable and frozen items to meet objectives for sales, margin and inventory turns, and to assist with receiving as needed.

**Status:** Reports to Grocery Manager  
Pay Level II/non-exempt  
Full Time 40 hours per week  
Pay is biweekly. Payroll information will be available during onboarding

### **CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF**

- Provide excellent customer service to our shoppers, making the customer's needs top priority whenever on the sales floor or answering the phone.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op ownership.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward self and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions.

**Responsibilities:**

#### **I. PURCHASING**

- A. Negotiate with suppliers for favorable prices, terms, quality, delivery.
- B. Evaluate suppliers and investigate new sources of supply in accordance with product selection guidelines.
- C. Ensure adequate and timely supply of both regular products and promoted products to keep out of stocks to a minimum and maximize inventory turns.
- D. Calculate prices as needed and inform Point of Sale.
- E. Ensure appropriate handling of returns and a system to ensure credit from suppliers for products.
- F. Coordinate and oversee inventory counts for designated departments.

#### **II. MERCHANDISING**

- A. Ensure items stocked meet movement standards appropriate for the type of product. Review product movement reports regularly and make informed product decisions with input from Grocery Manager.
- B. Attend marketing meetings with to plan promotions and storewide merchandising.
- C. Work with Grocery Manager and Store Manager to set, document and ensure standards for merchandising are set and documented for all employees of the department to follow.
- D. Set stocking priorities for department staff to ensure shelves/bins/coolers are fully stocked and rotated for freshness. Stock items along with staff.
- E. Provide product information to customers, staff and newsletter.
- F. Provide assistance with special orders and other prompt, friendly, courteous customer service.
- G. Attend trade shows and co-op conferences as assigned.

#### **III. DEPARTMENT MAINTENANCE**

- A. Get credit from suppliers where applicable for returned or low-quality product. See that unsellable items are properly recorded and disposed of.

- B. Maintain displays, prep and storage areas in clean, orderly condition, meeting health department and sound merchandising standards.
  - C. Conduct periodic inventory counts as assigned.
  - D. Maintain department equipment in working order. Advise Store Manager of equipment repair or replacement needs.
  - E. Remove trash and recycling promptly, sweep and mop as needed.
  - F. Follow safety, storage and labeling procedures.
  - G. Use equipment safely. Monitor cooler temperatures.
- IV. Perform other tasks assigned by Grocery Manager.
- A. Attend department and storewide meetings.

#### CORE COMPETENCIES

- Dependability: Punctual to shifts and meetings, meet commitments, works independently, accepts accountability.
- Productivity: Prioritizes well, meets deadlines, manages time well.
- Adaptability: Adapts to change, open to new ideas, takes on new responsibilities, adjusts plans to meet changing needs.
- Communication: Communicates well verbally, shares information with others, listens attentively, asks questions, stays open to other viewpoints.
- Customer focus: Always available for customers, understands products and services, maintains professional appearance, assumes responsibility for solving customer problems.
- Integrity: Deals with others in a straightforward and honest manner, is accountable for actions, supports cooperative values.
- Teamwork: Listens to others and values opinions, welcomes newcomers and promotes a team atmosphere.

#### QUALIFICATIONS

- At least one year of purchasing and merchandising for a department in a natural food store.
- Demonstrated knowledge or interest in natural foods industry and trends.
- Ability to read financial statements, strong understanding of pricing and margin.
- Organized, consistently follows through on commitments.
- Experience serving the public.
- Ability to lift 50 lbs.  
Ability to stand, bend, reach and lift repeatedly for extended periods of time, exposure to temperature fluctuations
- Demonstrated ability to handle multiple demands.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.