



GROCERY ASSOCIATE JOB DESCRIPTION

The Berkshire Cooperative Association cultivates a sustainable local/regional economy and cooperatively builds a vibrant community.

Ends Statement: E1: Operates a financially successful, community-oriented natural food store that specializes in consciously selected fresh food and meals, with reasonably priced options.
E2: Flourishes.
E3: Is a model of social and environmental stewardship.
E4: Is accessible, welcoming, inclusive and innovative.
E5: Fosters the growth of local/regional food systems.
E6: Develops an informed and engaged community.
E7: Promotes healthful living.
E8: Supports a sustainable environment.

Purpose: The Grocery Associate keeps displays, coolers, and shelves fully stocked in the Grocery department including: Bulk, Frozen and Refrigerated items. As a member of the Grocery Team, s/he provides prompt, friendly, courteous customer service. S/he works to achieve the collective goals of the organization and supports the Ends Statement, Vision and Values of the Berkshire Co-op.

Status: Reports to Grocery Manager and/or Assistant Grocery Manager

Job Classification: ___Full-time or ___Part-time
Nights and weekends may be required.

Non-Exempt (hourly)

Reviewed: December 3, 2014

RESPONSIBILITIES:

Stocking:

- Stocks displays fully without overcrowding; face items on shelf maintaining integrity of all sets.
- Rotates older stock to front, making space for new stock.
- Checks for damage and unacceptable quality, follows established return procedures
- Pulls short-date or low-quality items and follows established procedures for recording and disposing of them.

- Labels items accurately with price tags or signs. Reports price discrepancies to buyers.
- Maintains stocking lists for later shifts. Notifies purchaser of out-of-stocks.
- Coordinates stocking priorities with grocery staff
- Maintains a well organized back stock area
- Backs up stocking in other departments as needed.
- Assists in other departments as needed.

Customer Service:

- Provides prompt, friendly and courteous customer service while waiting on customers and responding to phone calls.
- Offers samples and suggestions for purchase and nutrition information to customers.
- Reports customer suggestions, comments and complaints to appropriate management.
- Knows store layout and be aware of products in other departments to assist customers as needed.
- Promptly and accurately responds to requests from customers to research product availability, price and quality issues

Department Maintenance:

- Keeps shelves, coolers, bins in clean, orderly condition.
- Removes trash promptly, sweep and mop floor.
- Stores department equipment in designated areas, cleaning after use.
- Uses equipment safely. Monitors cooler and freezer temperatures.
- Notifies Grocery Manager or M.O.D. of equipment problems.
- Adheres to and participates in established department cleaning schedule
- Participates in quarterly inventory.

Cross Training:

- As a member of the Berkshire Co-op, s/he exemplifies teamwork and is open to and willing to be trained and step in when needed in all similar-skilled areas for fill-in and development opportunities.

Other Responsibilities:

- Attends department and all store meetings, as assigned or needed.
- Performs other tasks assigned by the Grocery Manager, Assistant Grocery Manager, and Co-op Management.

Qualifications:

- Demonstrated ability to follow through on commitments.
- Ability to lift 50 lbs.
- Familiarity with natural foods.

- Excellent customer service.
- Manual dexterity with hazardous equipment.
- Ability to stand for long periods.
- Ability to work under cold, wet conditions.
- Regular, predictable attendance.
- Food Safety Certificate (or willing to attend training to achieve Food Safety Certificate).

EDUCATION/EXPERIENCE:

- High School or equivalent
- No experience required but preferred.

It is understood that no job description can fully include all responsibilities of the job, nor can it adequately express the attributes and expectation in being a BCM leader. Further, based upon changing needs of the department and store, the General Manager or designate can and will add responsibilities or tasks as needed. If a permanent change, the Grocery Manager will work with HR and update the job description in a reasonable time.