FOODHALL

**JOB DESCRIPTION**

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| **TITLE:**  PRODUCE CLERK | **GROUP:** |
| **DEPARTMENT:** | **DIVISION:** |
| **REPORTS TO:**  PERISHABLE SUPERVISOR | **SUPERVISES:** |
| **INCUMBENT:**  VACANT | **LOCATION:**  HEAD OFFICE |

**PURPOSE**

Provides support with ordering, receiving, stocking and display of produce, maintaining department cleanliness, and providing excellent customer service to customers/members, coworkers, and vendors. Supports with Cashier duties, breaking front end staff, and gathering orders for Curbside Pick-up and/or Delivery as needed.

## KEY FUNCTIONS

**Operational/Technical/Professional:**

* Organizes items on shelves, removing expired products from displays, assisting customers in their daily shopping needs and bagging customer purchases.
* Responds promptly and courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions.
* Maintains working knowledge of produce items being carried by the department, anticipating seasonal changes, and being able to comfortably discuss products with customers.
* Receives product deliveries, ensuring order and invoice accuracy in accordance with policy and procedure.
* Stocks, rotates, merchandises, and faces product according to department procedure and maintains back-stock areas according to departmental standards, catalogues and codes invoices, separate special orders, updates and files paperwork.
* Documents out of stock and waste items following departmental procedures, ensure department sanitation, cleanliness and safety standards are met.
* Maintains store standards, solid product knowledge, and explains store policies and procedures concisely, maintaining an awareness of all promotions and advertisements and all other aspects of customer service.
* Assist with collating and dispatching orders for Curb side Pick-up and/or Delivery as needed.
* Executes other related duties as assigned.

## KEY RELATIONSHIPS

## Internal: Kitchen, Warehouse, Restaurant and Supermarket Shop Floor Staff

**External:** Suppliers and Contractors

### **PERSON SPECIFICATION**

**Education**:

* Five CXC General Level Passes
* Permit for operation of forklift highly preferred.

Experience

* A minimum of (3) Three years’ experience in a similar role.
* Supermarket experience

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of**: Perishable Food Handling, Packaging and Staging Perishables, Quality Standards for handling produce, Customer Service Standards, Products and Produce sold in the store

* Communication (oral & written)
* Teamwork
* Planning and organising
* Service Excellence
* Microsoft Office Suite
* Technical and Professional

**KEY ATTRIBUTES:**

* Attention to detail, requires being careful and thorough about details, recognising the impact of decisions
* Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks
* Ability to use applicable information technology and systems to meet work needs
* Demonstrates a strong sense of hygiene, cleanliness and commitment to quality and safety

**WORK ENVIRONMENT**

* This job operates in a professional kitchen environment. This role routinely uses commercial kitchen equipment.

**PHYSICAL DEMANDS**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear.
* The employee must occasionally lift or move products and supplies, up to 50 pounds.

**Job Description Review and Acceptance**:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice. I understand that I am required to work shift, evenings, and weekends.

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| Version No.: | 1.0 | Approved by  (General Manager) |  | Date: |
| Developed by  (HR Consultant) |  | Approved by  (General Manager) |  | Date: |
| Reviewed by  (HR Personnel) |  | Approved by  (Manager, HR) |  | Date: |
| Effective Date: |  | Approved by  (General Manager) |  | Date: |
| Incumbent’s Name [Block letters]:  Date Issued: |  | Employee Signature |  | Date: |