

Produce Clerk

ROLE DESCRIPTION

The Produce Clerk position at Lepp Farm Market is a fun & dynamic role as a part of the Produce Team. Produce Clerks are front line, customer focused staff who create a great guest experience for all our guests & showcase the high quality produce that Lepp Farm Market provides. As a part of the Lepp Farm Market family, Produce Clerks fully participate in living out our Core Values and furthering our LFM purpose.

Lepp Farm Market Core Values:

- Win as a Team
- Work Passionately
- Respect for All
- Fanatical Daymakers

Lepp Farm Market Purpose:

- To be the Best Place to Work and the Best Place to Shop.

ROLE DUTIES AND RESPONSIBILITIES:

Note that this is not an exhaustive list. These describe typical day to day responsibilities of the produce clerk, however, with the seasonality of our products, responsibilities are ever-changing and will vary depending on the season we are in.

- *Product Displays*
 - Building displays
 - Rotating Products on displays / Practicing First In First Out (FIFO)
 - Consistent quality control/taking care when putting product out to minimize shrink/loss
 - Trimming product as needed to maintain freshness and appealing presentation
- *Product Receiving*
 - Checking daily invoices as orders arrive to ensure accuracy
 - Quality checking product as it's put away to minimize future loss
 - Recording any returns to be processed
 - Maintaining a clear & effective organized cooler at all times, rotating product as it's received to ensure oldest is always used first
- *Guest Service*
 - Actively lives out our 4 core values (respect for all, win as a team, work passionately, fanatical day makers)
 - Greeting guests (10-4 rule) and going above and beyond to meet their needs/answer questions
 - Explaining where our produce comes from and the story of our farm
 - Seeking help when unsure of a guest question to provide most accurate information
 - Swiftly resolving guest concerns using the \$25 rule, escalating to a leader only when necessary
- *Miscellaneous Responsibilities*
 - Completing opening and closing duties in an efficient and orderly manner
 - Following proper procedures for requesting time off and calling in sick
 - Demonstrating proper packaging of Summer produce items

CERTIFICATIONS/QUALIFICATIONS:

- Foodsafe Level 1 - Required to obtain within 3 months of hire
- Forklift Operator (optional)
- Occupational First Aid Level 1 (optional)

WORKING CONDITIONS/REQUIREMENTS:

- Demonstrates safe use of a pallet jack
- Demonstrates proper MSI lifting techniques (up to 50lbs) to reduce risk of injury
- Takes no careless action, minimizing risk of injury to self or others. Maneuvers safely around forklift/delivery vehicles when in receiving bay
- Maintains a clean and safe working environment including shared workspace and common areas

REPORTS TO:

Produce Manager or Team Leads