

## Job Description

### Produce Sales Associate



This position is responsible for assisting in the operation of a department. An individual in this position will be expected to perform additional job related responsibilities and duties throughout the facility as assigned and/or as necessary.

### Essential Functions

*An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.*

Maintains presentation and organization of the Produce Department, assists Customers with purchasing decisions, inspects merchandise to ensure a fresh and clean presentation, and culls, trims, or removes damaged merchandise.

Maintains the Produce area in accordance with Company policies and procedures by properly handling claims and returns, zoning the area, arranging and organizing merchandise/supplies, identifying shrink and damages, and ensuring a safe work environment.

Maintains merchandise presentation in the Produce area by stocking and rotating merchandise, removing damaged or out-of-date goods, setting up, cleaning, and organizing product displays, signing and pricing merchandise appropriately, and securing fragile and high-shrink merchandise.

Provides Customer service by acknowledging the Customer, identifying Customer needs, assisting with purchasing decisions, locating merchandise, resolving Customer issues and concerns, and promoting products and services, while maintaining a safe shopping environment.

Receives and stocks merchandise in the Produce area and organizes and maintains the backroom by following Company safety, cleaning, and operating procedures, utilizing equipment appropriately, setting up displays, maintaining modular integrity, receiving, sorting, staging, and delivering merchandise, and completing paperwork, logs, and other required documentation.

Follows Company policies and procedures for preparing, handling, packaging, labeling, and storing food, operating and sanitizing food-related equipment, stocking and displaying/merchandising food products (such as COMAC), and maintaining and cleaning the Food Department.

### Competencies

*An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.*

**Execution and Results:** WMH - Ensures work is done correctly. Works on top priorities first. Makes a consistent effort to get results. Meets deadlines. Takes action in order to solve problems so work can be completed in a timely manner.

**Adaptability:** WMH - Adapts to changing work demands. Stays focused on own work when faced with change or difficulties. Stays open to and learns from feedback.

**Judgment:** WMH - Uses policies, procedures, and/or guides to make good choices. Uses data and facts in order to make day-to-day decisions and involves others as needed. Recognizes what might be a problem and informs those who can correct it.

**Customer Centered:** WMH - Shows care and concern when serving our associates and customers. Asks questions in order to understand associate and customer needs. Uses policies and information in order to exceed associate and customer expectations. Finds and uses the right resources (people, products, tools) at the right time in order to resolve associate and customer requests.

**Food:** WMH - Handles, stores, cooks, and cleans food in safe and correct ways. Informs customers about food items when asked to do so. Prepares, takes, and fills orders for food items in a timely manner. Observes and reports complaints and problems with food products, services, and work areas. Uses food equipment and supplies in safe and correct ways, and cleans and logs them after each use.

**Stocking/Receiving:** WMH - Follows proper procedures to prevent theft and loss when stocking, receiving, maintaining, and securing goods. Receives, stages, and delivers goods to appropriate areas throughout the Facility in a timely manner. Reports complaints and problems with products, services, and conditions in the Stocking/Receiving area. Uses stocking/receiving supplies and equipment in safe and correct ways.

**Inventory:** Fresh - Handles, moves, and displays goods in safe and correct ways. Tracks goods, maintains in-stock levels, and controls shrinkage in a timely manner. Reports poor inventory practices and low in-stock levels in assigned area. Uses inventory tools and equipment in safe and correct ways.

**Planning and Improvement:** Plan for and Improve Work - Accepts responsibility and meets expectations for own work. Identifies steps needed in order to carry out work as required.

**Influence and Communicate:** Share Information - Listens to others and asks questions to learn about what is needed. Communicates the right information to associates and leaders when they need it. Communicates in a respectful and professional manner.

**Ethics and Compliance:** Perform to Ethical Standards - Follows company policies and procedures (for example, the Ten Foot Rule). Shows integrity and ethical behavior in all work situations. Reports ethical and compliance issues promptly.

### Physical Activities

*The following physical activities are necessary to perform one or more essential functions of this position.*

Grasps, turns, and manipulates objects of varying size and weight, requiring fine motor skills and hand-eye coordination.