



Produce Manager

Providence, RI

Full Time, Hourly

Purpose: To select, price, and promote the best quality produce. To meet department objectives for sales, margin, labor and provide excellent customer service. This position reports to the General Manager.

Responsibilities:

I. CUSTOMER SERVICE

- A. Model and provide exceptional customer service skills.
- B. Communicate expectations to staff.
- C. Provide staff with the tools required to ensure the highest level of service possible to our shoppers.
- D. Provide product information and educational materials to customers and staff.

II. PURCHASING

- A. Negotiate with suppliers for favorable prices, terms, quality and delivery.
- B. Work with local growers to plan requirements for upcoming season.
- C. Obtain and file certification papers on local producers.
- D. Research new or alternative sources of supply with an emphasis on local, natural and organic.
- E. Review invoices for accuracy, price changes, and product additions.
- F. Get credits from suppliers when applicable.
- G. Coordinate periodic price surveys of identified competitors.
- H. Price product to achieve margin and sales goals while maintaining a competitive image.

III. PERSONNEL

- A. Hire qualified applicants following established procedures.
- B. Ensure on-the-job training.
- C. Develop performance standards for produce staff members.
- D. Conduct performance evaluations and pay reviews.
- E. Define and meet labor productivity goals.

- F. Take disciplinary action as needed following established policies.
- G. Ensure that staff hours are scheduled within payroll allocation.
- H. Maintain communication with staff through regular meetings and correspondence.

IV. DEPARTMENT MAINTENANCE

- A. Maintain and enforce safe working conditions.
- B. Ensure that department is clean, orderly and meets health department standards.
- C. Maintain department equipment in working order. Advise General Manager of equipment problems or needs.
- D. Maintain current department forms (for training, ordering, scheduling, etc.) as needed.
- E. Plan and maintain attractive displays and proper signage.
- F. Conduct periodic thorough cleaning of displays and equipment.
- G. Coordinate quarterly inventory.

V. OTHER RESPONSIBILITIES

- A. Perform other tasks assigned by the General Manager.
- B. Attend Management Team meetings.

Qualifications:

- ❖ Retail produce experience, including buying
- ❖ Knowledge of local and organic and commercial growing practices, and organic certification regulations
- ❖ Ability to lift 50 pounds repeatedly on a shift
- ❖ Communication skills- good listener, clear instructions.
- ❖ Supervisory experience-hiring, training, evaluating and directing.
- ❖ Ability to stand for long periods of time
- ❖ Manual dexterity with hazardous equipment
- ❖ Ability to work in a cold and damp environment
- ❖ Ability to project a friendly and outgoing personality
- ❖ Experience serving the public

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