



JOB DESCRIPTION: **Produce Specialist**

REPORTS TO: Grocery Manager

FLSA CLASSIFICATION: Full-time, Non-exempt

DATE REVISED: January 2024

DEPARTMENT: Grocery

SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality.

Swamp Rabbit Cafe and Grocery is a showcase for local farmers and food artisans. We buy from over 300 local producers to provide the community with a convenient and fun connection to those producers. We know every farm and every product has a story and we strive to tell the story while maintaining the high quality selection and competitive pricing. Managing a large network of small farmers requires the ultimate hustle, and we anticipate the Produce Specialist to lead the effort of maximizing the success of our farmers by promoting and managing their products in the most effective way possible.

ESSENTIAL JOB FUNCTIONS

- Leads our display, storage, rotation, training and culling of the produce department in alignment with store and management goals and direction
- Leads and trains as requested by management best practices to promote sales, efficient operations, & waste reduction
- Ensures displays and backstock areas are clean, fully stocked, rotated correctly, plentiful, seasonally relevant, and optimally fresh
- Ensures grocery signage is accurate and legible. Communicates clearly and completely when action is needed
- Serves as the SRCG receiver for all deliveries when no other receiver is on shift
- Serves as the grocery floor manager when no other manager, leader, or receiver is present, or as assigned by Management
- Communicates produce information to staff and customers to increase sales and provide excellent service
- Orders produce and communicates with the receiving department, following produce budget, COGS and sales, tracking and reducing waste, tracking transfers, reporting claims, and increasing sales
- Enforces standards for quality received, displayed, and transferred
- Oversees and collaborates with the Marketing Team on produce promotions (produce boxes, etc)
- Responsible for preventing internal and external produce loss
- Updates Square POS with price changes and new produce prices in advance of product delivery and makes sure individual items are easily distinguishable from each other and deletes items when not seasonally available
- Generates additional accounting reports as assigned, such as product performance reports
- Regularly reacts to and eliminates underperforming produce
- Attends to customer orders, questions, concerns, and requests and goes the extra mile to make every guest's experience a great one

STANDARD JOB FUNCTIONS

- Approaches issues with the goal to propose solutions, rather than highlight problems
- Identifies whether a problem is system-based or person-based, and works constructively to solve problems accordingly
- Coaches and develops the team to improve customer service, product knowledge, and work efficiency
- Leads by example and provides employees with clear expectations and timely feedback
- Follows budget, assists with achievement of department profitability
- Provides insight to the Grocery Manager on performance of team members and provides perspective on how to best motivate or educate individuals facing challenges in fulfilling their roles



- Is a hands-on leader who isn't afraid to get sweaty
- Works closely and collaboratively with all Swamp Departments
- Establishes and maintains good business and community relations
- Helps us grow, without losing the magic

JOB REQUIREMENTS

- Must be 21 years of age or older
 - Experience handling grocery, retail, or perishable items required
 - Merchandising and customer service experience required
 - Thursday-Monday schedule preferred but negotiable
 - Must be able to periodically work in environments with temperatures below 32 degrees F
 - Must agree to background check
 - High school diploma or equivalent related job experience
 - Must have a valid driver's license and meet the requirements of the Swamp driving policy
 - Must communicate by Paylocity, Slack, Asana and email
 - Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation
 - Takes initiative to help any area of the business if possible
- Performs other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management

ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it
- Must conduct oneself in an honest, professional and respectful manner at all times
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service
- Able to take direction, work independently, and as a member of a team, and able to create working relationships
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way
- Must be highly motivated, hard working, and possess a positive, enthusiastic attitude
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously
- Must have problem solving skills, be flexible, creative, and able to adapt to change when required
- Must possess good interpersonal skills and communicate well verbally and in writing
- Must have reliable transportation and report for work in a timely manner

ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Constantly	Reach Out/Above Shoulder:	Frequently	Lift 20 pounds or less:	Frequently
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Walk:	Frequently	Ascend/Descend Stairs/Ladders:	Frequently	Lift 20-50 pounds:	Occasionally
Sit:	Occasionally	Squat or Kneel:	Occasionally	Lift 51-100 pounds:	Occasionally
Handling:	Frequently	Bend:	Frequently	Lift > 100 pounds:	N/A

DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

PAY AND BENEFITS

- Pay starts at \$14-16 an hour, based on experience and availability
- Wage increase available if exceeding requirements
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, and vision insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

SRCG has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).