

## WFM JOB DESCRIPTION

**JOB TITLE:** Produce Manager

**EFFECTIVE DATE:** ASAP

**DEPARTMENT:** Produce

**FLSA STATUS:** Exempt

**REPORTS TO:** Waterbury GM

**TYPE:** Full time

**LOCATION:**

Waterbury

**SUMMARY:** The Produce Departments in both locations, Waterbury VT and Woodstock VT, play pivotal roles in the overall bounty and atmosphere of the store. Our mission is to sell the freshest produce, organic and local when possible with great attention to variety, competitive pricing, weekly promotions, cleanliness, large beautiful appealing displays—all of which create an energetic atmosphere conducive to high volume sales. We do this with the customer as priority, with attention to special orders, education, recipes, and customer interaction.

**GENERAL:** Waterbury Produce Manager plans, directs, and coordinates operations of the Produce Department. S/he participates in all facets of the produce department including ordering, pricing and costing, inspecting for quality, stocking, daily merchandising, and weekly display changes as well as the scheduling of the staff.

### **SPECIFIC:**

- Scheduling staff, organizing, and supervising shifts and workload. Works with GM.
- Appraising staff performance and providing feedback to improve productivity.
- Ordering from multiple vendors/farmers/wholesalers and Woodstock Produce Dept (van delivers items from Woodstock 3 days a week); S/he constructs daily orders with farmers and wholesalers, creates a daily inventory.
- Establishing positive relationships with farmers in our area; making new contacts with new farmers.
- Working directly with the Prep Foods Manager on the timing of produce culls and processing those as transfer items to the kitchen—deciphering what is useable for prepared foods and what is waste. Those decisions often require quick thinking and cooperation between departments.
- Being responsible for financial success in both sales, COG and staff budgeting; adhering to and establishing annual visions, sales and COG goals and project objectives for department based on annual Market vision and strategy.
- Monthly, weekly and day planning which requires quick merchandising decisions and good relationship/communication with GM.
- Weekly display planning considering WFM marketing campaigns as well as local purchasing opportunities.
- Must be able to lift 50 lbs. This is a very physical job with lots of walking, lifting and movement.

### **OUR QUALIFICATIONS:**

- **Being calm under the pressure of performing in deadline situations.** Multiple orders are placed daily and multiple out of stocks are likely from farmers and wholesalers. Quick thinking and outstanding communication skills are required for fast moving business situations.

- **Having excellent day planning and organizational skills** and having the ability to juggle the various daily situational curveballs.
- **Modeling our no drama policy** of personal responsibility and going the extra mile for guests and staff.
- **Being positive** in mind and spirit.
- **Being able to have difficult conversations with positivity and grace.**
- **Loving of service:** Actively looking for ways to help people while enjoying it.
- **Focusing on great service** to each other, being a good mentor and motivator for the produce staff.
- **Being in outstanding condition.** This job requires you to be on your feet for as many as 8 to 10 hours a day and to be able to lift over 50 lbs often throughout the day.
- **Possessing outstanding ordering, math and financial skills.** Must plan orders with wholesalers/farmers and balance the ebb and flow of our guests' consumption. Being a buyer requires a unique mindset; person must be able to anticipate short term and long-term needs of perishable products based on availability and pricing. You are responsible for the financial performance of a department.
- **Strong merchandising skills.** We value great displays. The PM sets the tone and must be able to create and help maintain great displays quickly and easily. Great merchandising is the key to sales. Works with location GM weekly to determine store needs and synergy with overall seasonal WFM marketing plan.
- **Outstanding sanitation skills.** Keeps high WFM standard in the department, leading by example while establishing and keeping scheduled cleaning projects.
- **Good computer skills** with proficiency in Excel spreadsheet and Word document programs in Microsoft Office. A plus: understanding online ordering which some of our wholesalers use.
- **Great time management.** This job will require 40-45 hours a week and at least one weekend day of work. Orders often need placing at the beginning of the week despite WFM being closed on Mondays, which is often a challenging balance. Previous PM's have worked weekends in favor of two weekdays off. Schedule is somewhat negotiable with GM, but weekend work is required.
- **Flexible Day Schedule. Must work early mornings and later evenings:** Responsible for working opening and closing shifts. Early morning shifts (7:30 AM—based on 9 AM open as of 4.1) and evening shifts till 7 PM (based on 6 pm close as of 4.1) required. It is a small operation with managers not necessarily working 9-5 mid shifts.
- **Must be humble, hungry, and smart. Plus, a good listener.**
- **Team Player:** Able to work seamlessly and selflessly with others as leader; we practice Servant Leadership; one must be flexible to serve staff and balance staff/WFM needs.
- **Being Fast:** Our work environment is fast paced. Must be able work quickly and accurately.
- **Working in small spaces:** Must embrace working in a small fresh foods environment where space is at a premium.
- **Covid 19 Protocol:** Must be able to work in a front-line business and associated risks regarding COVID 19. See our protocols on our website. We social distance when we can, and masks are required. Working with the public requires a front-line mind set and is not for everyone during a pandemic. This opportunity is non-remote and requires 5 days a week attendance at location.

**EDUCATION:** College degree a plus. 3 to 4 years retail experience is required. Produce or food experience preferred. Management experience required.

**TIME COMMITMENT:** Full time. At least one weekend day is required. Holidays and summer and fall are our busiest times and require planning and commitment. Early morning shifts and early evening shifts (till 7 pm) are required.

**COMPENSATION:** \$18-20 +/- depending on experience. Hourly/salary, depending on background and experience; 30% WFM staff discount. Gym benefit, shoe benefit, earned time off/vacation time, health, dental, vision, Simple IRA available after typical vesting periods.

This Job Description is not a contract of employment. All employment remains at will. Performing all or some of these tasks to expectation is not a promise or guarantee of continued employment. This Job Description and any tasks listed can be temporarily or permanently changed or modified at any time in the company's sole discretion, with or without prior notice to the employee and with or without being in writing. You may be required to perform other jobs for the company even if not within your job or department. The duties and responsibility describe the general nature and level of work performed in this job. They should not be construed as an exhaustive listing of all job duties and responsibilities by employees so classified.

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Signature

Date

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Supervisor/Manager Signature

Date