1. **Purpose of the position**

Produce managers are responsible for overseeing the day-to-day operations of a produce department. Ensuring that their department has an ample supply of fresh fruits and vegetables.

Ensure customer needs are met. Ensure all products and displays are merchandised effectively to maximise sales and with stock levels that minimise waste and rework. Rosters are set to time of day and task, ensuring budgeted wage levels are met. Train the team to train each other and ensure that the desired standard is met every day.

Has experience in Supermarket/Fruit & Veg retail to lead and direct the work of others. The successful candidate will be firm but fair with the team to drive a result that drives and result but also encapsulates the Klose’s Way behaviours.

1. **Responsibilities**

* Managing team members and overseeing the daily operations of the department
* Meeting with suppliers to negotiate prices and terms of sale, such as delivery schedules or product return policies.
* Reviewing inventory levels and recommending purchase orders to replenish stocks of items that are running low.
* Assisting in the development of new produce department concepts/merchandising to increase sales and improve customer satisfaction.
* Overseeing the financial performance of the department by analysing sales figures, conducting audits, and making recommendations for improvement
* Coordinating with other departments in the company to ensure that all aspects of store operations are running smoothly.
* Ensure the health and safety of our customers and team by providing a safe and clean environment.
* Maintain the stability and reputation of the store by complying with safety rules and regulations and ensuring we are operating in a legal and ethical way.
* Contribute to team effort by leading by example as needed.
* Provide training to improve the knowledge base of the team using buddy systems and ongoing coaching guidance.
* Analyse sales figures and drive sales through clever merchandising.
* Ensure standards for quality, customer service and health and safety are met.
* Execute special promotions, displays and events.
* Maintain awareness of market trends in fruit and produce, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
* Initiate changes to improve the department.

1. **Skills & proficiencies:**

* Produce knowledge.
* Coaching skills
* Leadership
* Ability to Motivate Others
* Delegation skills
* Customer Focus
* Quick & adaptive Learner
* Multi-task skills
* Collaborator
* Team/people management
* Rep relationships
* Market knowledge
* Results driven.
* Organisation
* Verbal and written communication

1. **Reporting relationships**

The Produce Manager reports to the Store Manager.

The Produce Manager is responsible for team members within their department working in conjunction with the Fresh Foods Manager, Assistant Managers, and Duty Managers.

Support and guidance will be provided by the General Manger Supermarkets, People & Culture Manager, and our Training & Development Coordinator

1. **The Klose’s Way**

Working within the Klose’s Way and ensuring it is at the forefront of what we do.

The “Klose’s Way” means we work together as a team, have high integrity, think innovatively, effectively lead our teams, and focus on our customers.

The three pillars of the Klose’s Way.

* **Custome**r - exceptional customer service, fresh products, quality, and great values
* **People** – the right people in our teams, the right roles, customer engagement, employing locals, training, and support.
* **Community** – supporting our communities local clubs and charities, use local suppliers and service provides where we can.

1. **Team member declaration**

The team member has read and understands the expectation and purpose of the position.

In conjunction with the positions description, contract and company policies will ensure to work within the company expectations/requirements.

**Team Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Team Member Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**