



Emily's Produce is seeking Customer Service Team Members to help with operations at the retail market in Cambridge, Maryland. Emily's Produce is a locally owned and operated farm and roadside farm market that specializes in homegrown and prepared food, flowers, and activities for children and families. Members of the Emily's Produce team are a tightly bonded group of customer service professionals who create a unique destination and atmosphere for visitors.

The sales, stocking, and merchandising team members are the face of Emily's Produce. Those assigned to these key positions are the first to greet customers and the last to bid them farewell. A customer's impression is a direct result of how well they were treated by these team members and how well they enjoyed their shopping experience.

**Minimum Level of Service Requirement:**

Greet customers and determine what each customer wants or needs

Describe merchandise; explain use, operation, and care of merchandise to customers

Recommend, select, and help locate or obtain merchandise based on customer needs and desires

Compute sales prices accurately and receive and process cash or credit payment

Treat every guest with dignity, give them attention, and ensure 100% satisfaction at all times

Remain positive about your position at all times – on and off duty

Be able to develop, design, or create new ideas with the focus of improving Emily's Produce

Be able to analyze information and evaluate results to choose the best solution and solve problems.

Maintain neat and clean work environment.

Inspect products to determine quality of perishable product

Stock shelves, load and unload product from vehicles, take inventory, and mark price tags.

Decide which items will appeal most to buyers during various seasons & display appropriately

Assume responsibility for other tasks as requested or required or delegated by business owners

Maintain a working knowledge of prepared food processes & assume responsibility when needed

Demonstrate an intimate knowledge of the family farm business

Have knowledge of daily specials, products that are in season, and calendar of event details

Have a working knowledge of prepared food ingredients and details for gluten/vegan inquiries

Assist with product stocking and organization when required

Be able to make change and conduct financial transactions on the food side of the market

Work with enthusiasm, initiative, and pride in your work

Be a valuable part of the team and carry your own weight

Be able to walk and stand for 8+ hours on concrete floors

Help keep things well stocked and clean but CUSTOMERS ALWAYS COME FIRST

Be available to work all shifts, weekends, holidays, and extended hours

### **What makes a team member great?**

Engaging in conversation with every visitor and giving them an impression that you are part of the Emily's Produce family. Your knowledge about the products and your focus on how the products are displayed should speak volumes on the type of business that Emily's Produce is.