

Kroger Fresh Hourly Associate Job Description

Duties and Responsibilities:

- Utilize a hands-on knowledge of all department products to promote and deliver a shopping experience focused on providing customers with efficient service
- Responsible for receiving fresh and pre-packaged deliveries, ensuring piece count matches with invoice details; check expiration dates and follow security procedures
- Responsible for appropriately processing invoices and ensuring proper pricing in all systems
- Maintain a working knowledge of all department equipment
- Provide assistance with product production, packaging, presentation, rotation, and replenishment
- Provide assistance in marking down old product
- Use proper cutting equipment to cut meats to customers' requests
- Help customers discover new items or products they inquire about by offering them product samples
- Inform customers of on-going meat specials, coffee specials, deli/bakery/bistro specials, etc. depending on job role
- Provide customers with ordered fresh/frozen products in the correct portion size (or as close as possible to the amount ordered) to prevent shrink
- Use proper deli equipment to slice deli meats and cheeses per customer requests
- Utilize proper bakery equipment to prepare deli/bakery/bistro items per customer requests
- Utilize all equipment in deli/bakery/bistro, such as the refrigerator, freezer, slicer, and ovens, adhering to company guidelines
- Utilize all equipment in meat department, including refrigerators, freezers, slicers, and ovens in accordance with Kroger's guidelines
- Prepare all food following company standards

- Ensure customers get the products they want and need, as well as recommend seafood/coffee/deli or bakery items to customers
- Ensure that the correct country of origin label is on all seafood, meat, coffee products, etc.
- Always follow approved procedures for receiving, weighing, and breaking down products
- Strictly adhere to all local, state, and federal health and civil code regulations
- Comply with all labeling requirements, measures and weights laws in accordance with state, county, and local specifications
- Sufficiently prepare, package, tag, and inventory ingredients in merchandise
- Review “sell by” dates and take appropriate action, and always check product quality to ensure freshness
- Prepare coffee shop items on customer requests using appropriate coffee shop equipment
- Utilize all coffee shop equipment such as refrigerators and u-boats according to company guidelines
- Responsible for reporting product ordering/shipping discrepancies to the department manager
- Assist in maintaining proper stock levels and orders, and maintain processed and pre-packaged product, and maintain knowledge of product specials
- Apply suggestive/up-selling techniques to increase sales of product during sales events
- Perform housekeeping functions; clean as you go, inclusive of washing, cleaning, sweeping, and mopping.

Kroger Fresh Hourly Associate Requirements – Skills, Knowledge, and Abilities

- Education: Formal education is not required to work as a Kroger fresh hourly associate
- Licenses: Current food handlers permit is required once associates have been employed

- Fresh hourly associates must be able to work in a fast paced environment and handle stressful situations in a respectful and professional manner
- Team player: They must be able to function in a collaborative environment, ready to contribute their quota in getting the job done at all times
- Selling skills: They require this skill to contribute to the achievement of the departmental sales goals. They must be comfortable with making suggestions and recommendations to customers with the purpose of making sales
- Customer service skills: Kroger fresh hourly associates must be respectful, friendly, and professional in their communication style and approach in dealing with customers. They must also possess an approachable and outgoing demeanor
- Effective communication skills: They must be able to communicate effectively both verbally and in writing
- Knowledge: They require basic math skills to successfully perform tasks requiring some arithmetic operations such as counting, addition, and subtraction
- They must also possess adequate knife handling skills and knife speed to be successful on the job. However, this depends on the particular job role in the Fresh Department
- Experience: Previous retail/meat experience is a plus, depending on the specific job role in the Fresh Department
- Possess strong ability to work a flexible schedule, including holidays and weekends.