

Job Title: Front End/Grocery Clerk

Purpose:

Provide an excellent shopping experience for Maple City Market customers in the areas of Customer Service, Grocery Receiving and Stocking, Cashiering, and General Store Maintenance.

Status:

Status: Non-Exempt, Part-time Clerk Level II (<32 hours/week) OR Full-time Clerk Level I (32+ hours/week)
Reports to: Front End Manager

Essential Responsibilities:

I. CUSTOMER SERVICE

- Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- Wow customers with a high level of prompt, friendly, and helpful service!
- Offer suggestions for purchases and ways to prepare products.
- Help customers place special orders.
- Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
- Encourage co-op member-ownership and sign up new co-op member-owners.
- Answer phone call. Take and route messages as needed.
- Demonstrate understanding of products and terms such as organic, fair trade, etc.
- Be an ambassador for customer needs across the store.

II. GROCERY DEPARTMENT

- Receive product deliveries, ensuring order and invoice accuracy.
- Stock, rotate, merchandise and face product according to grocery department procedure.
- Pull short-date or low-quality items and follow established shrink procedures.
- Maintain back-stock areas according to department standards.
- Assist in other departments and perform other duties as assigned.
- Assist with product ordering, repacking & labelling, and department specific maintenance (i.e. bulk foods, refrigerated, frozen, etc.) at the direction of Grocery Department Manager.

III. CASHIERING

- Greet customers, smiling and making eye contact.
- Check out customer purchases quickly and accurately, using correct prices and departments.
- Open & Close register drawer with accurate counts.
- Call for back-up as needed so that customers wait as little as possible to be checked out.
- Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call other staff if available.
- Balance cash drawer at end of shift. Open and close out registers following established procedures.
- Put stuffers in bags, inform customers of specials, membership meetings and upcoming store events.

- Issue credits to customers for returned items following co-op policy, and ensure that returns are properly disposed of.
- Alert manager on duty to potential shoplifters, disorderly customers or other emergencies.

IV. GENERAL STORE MAINTENANCE

- Clean up spills, remove trash promptly, break down cardboard for recycling, sweep and mop floor.
- Maintain all areas of store (interior and exterior) in clean, orderly condition.
- Follow written opening & closing procedures.
- Monitor cooler and freezer temperatures. Advise appropriate manager of equipment problems.
- Participate in periodic inventory counts as needed.

Qualifications:

I. REQUIRED

- Enthusiastic and interested to work in a natural foods co-op.
- Has or working toward High School diploma/GED.
- Dependable and communicative. Regular, predictable attendance.
- Able to work a variety of shifts including weekends and evenings.
- Willing to give and receive constructive criticism and praise.
- Able to self-direct, prioritize and follow through on tasks.
- Ability to handle multiple demand, with attention to detail and accuracy.
- Able to serve the public in a kind, friendly way with outgoing, friendly personality.
- Able to safely use sharp knives, box cutters.
- Able to safely lift up to 50 pounds.
- Able to stand, walk, stoop, and be actively moving and/or standing for 4-8 hours at a time.
- Ability to work in hot or cold, dry or wet conditions.
- Able to read and interpret small-print labels or instructions.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

II. PREFERRED

- Spanish language proficient.
- Experience in produce, grocery, customer service.
- Familiarity with natural foods

DISCLAIMER NOTICE:

All elements of the job description listed above are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other duties as circumstances or conditions of its business, competitive considerations or the work environment change.