

Job Title: Store Clerk: Front-End/Grocery/Produce

Purpose:

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

Status:

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

- Greet customers, smiling and making eye contact.
- Answer phone calls and assist with customer needs.
- Check out customer purchases quickly and accurately, using correct prices and departments.
- Open & Close register drawer with accurate counts. Balance cash drawer at end of shift.
- 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.
- Issue credits to customers for returned items following co-op policy.
- Alert manager on duty to potential shoplifters, disorderly customers or other emergencies.

III. PRODUCE & GROCERY DEPARTMENTS

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

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.
- Oversee and help maintain active and passive demos when on-shift.
- Help maintain exterior areas of the store including parking lot, sidewalk, etc.
- Attend Storewide and Department Meetings as scheduled.

Qualifications:

I. REQUIRED

- Enthusiastic and interested in working 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 demands, 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 and 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, retail, and 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.