



DEPARTMENT: Front End
SALARY LEVEL: \$10.75-\$15.56
LOCATION: Arcata

STATUS: Full Time
REPORT TO: Assistant Store Manager

JOB SUMMARY: To ensure the highest level of service possible to North Coast's internal and external customers. Handle the cash sales of goods to members and general public in a friendly, efficient manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1. Customer Service**
 - a. Treat people fairly, consistently, and with respect.
 - b. Ensure efficient, informative, and friendly service according to established customer service vision and standards.
 - c. Assist in other departments as needed.
- 2. Department Operations**
 - a. Check out customer's purchases quickly and accurately, using correct prices and codes and ringing up items under the correct department.
 - b. Bag groceries
 - c. Balance cash drawers at the end of your shift. Strive for perfect drawers.
 - d. Follow security procedures in handling drawers, pick-ups, potential shoplifters and quick change artists.
 - e. Take initiative to ask for assignments from the front end manager when there are no customers in line.
 - f. Maintain a clean, organized and orderly front end, free of carts, baskets and debris.
 - g. Assist other clerks as needed.
 - h. Performs other duties as assigned to meet business needs.

GENERAL RESPONSIBILITIES:

- 1. Communication**
 - a. Communicates openly and honestly with all others in the organization.
 - b. Communicates respectfully at all times.
 - c. Does not expose customers to internal disagreements.
 - d. Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
 - e. Checks mailbox and/or email regularly.
 - f. Reads monthly Worker Bulletin.
 - g. Participates actively in department team and all staff meetings.
- 2. Personal Effectiveness:**
 - a. Reports to work for scheduled shifts, on-time and appropriately uniformed.
 - b. Understand and adheres to organizational and department policy and procedures.
 - c. Accepts and offers feedback and suggestions openly and respectfully.
 - d. Accepts direction willingly and follows through with delegated tasks.
 - e. Learns and adapts to new tasks or situations quickly and cooperatively.
 - f. Maintains job-related confidentiality.
 - g. Takes initiative to identify, report and resolve problems before they can escalate.
 - h. Provides a positive model for co-workers.

TECHNICAL SKILLS

1. Quality of Work

- a. Understand technical requirements of the job, applies technical knowledge consistently.
- b. Performs tasks accurately and efficiently, free from errors.
- c. Performs all tasks according to department procedure.

2. Quantity of Work

- a. Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- b. Organizes tasks efficiently, maintains focus and stays productive.
- c. Achieves established goals and expected results for the department.

3. Safety

- a. Maintains safe work environment according to all department procedures, federal and state regulations.
- b. Wears protective clothing as required for position.
- c. Understands and utilizes safe lifting procedures and proper step stools.

KNOWLEDGE, SKILLS, ABILITIES:

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Regular, predictable attendance
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to work in a fast paced environment

WORK ENVIRONMENT: Fast paced retail floor and environment. At times may work with or near moving mechanical parts (i.e. baler, dock equipment), in high precarious places (i.e. ladder work) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery. Occasional job related travel within Humboldt area.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Standing, walking, bending, sitting, reaching
- Ability to climb up and down ladders
- Ability to lift up to 50 lbs.

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the 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 tasks as circumstances or conditions of its business, competitive considerations or a work environment change.