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**DEPARTMENT:** Front End

**SALARY LEVEL:** \$11.25-\$15.27 DOE

**LOCATION:** Arcata

**STATUS:** Part Time

**REPORT TO:** Assistant Manager

**Internal Posting Date:** 10/25/2017-10/30/2017

**External Posting Date:** Until filled

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**JOB SUMMARY:** To ensure the highest level of service possible to North Coast Co-op's internal and external customers. Train and work in all departments as needed. Gain knowledge of overall store operations.

### **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.

#### **2. Department Responsibilities & Operations**

- a. Learn systems in all departments of the store.
- b. Perform the clerk responsibilities of the following departments as scheduled: produce, front end, wellness, bulk, grocery, dairy, frozen, deli and meat.
- c. Provide departmental support throughout shift as needed; work in multiple departments throughout the day.
- d. Work closely with store manager, assistant store manager, and department heads & front end senior clerks to ensure store is running at highest level possible.
- e. Handle customer questions and complaints including on the premises and follow up phone calls.
- f. Attend department meetings as scheduled.
- g. Assist with smooth flow of store operations and help cover cashier duties as needed.
- h. Answer and route phone calls, take and route messages as needed.
- i. Keep store in clean, orderly condition during shift. Ensure that departments are closed following procedures
- j. Pull short-date, out-of-date or low-quality items and follow established departmental procedures for recording and disposing of items.
- k. Help with receiving orders as needed.
- l. Stock displays fully without overcrowding; face items on shelves
- m. Keep shelves, coolers, bins and back stock in clean, orderly condition. Dust and clean shelves and product when stocking.

#### **3. Personnel**

- a. Replace vacant shifts when people call-in, schedule a day off, etc.

#### **4. All Staff Duties**

- a. Abide by all Co-op policies and procedures as outlined in the Employee Handbook and other company documents.
- b. Keep store/warehouse orderly and clean.

- c. Maintain a positive attitude.
- d. Read staff and department messages (e.g., e-mail, log book, etc.) daily as instructed by each department head and respond as necessary.
- e. Perform other duties as assigned by store manager or supervisory staff.

**KNOWLEDGE, SKILLS, ABILITIES:**

- Outstanding customer service skills
- General knowledge of natural foods
- Previous experience with stocking in a retail setting
- Ability to handle multiple demands, work under time pressures, and meet deadlines
- Willingness to be open, to learn, and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Regular, predictable attendance
- Ability to be flexible and to adapt to changing conditions quickly
- Effective communication skills in English
- Ability to read and comprehend instructions
- Ability to follow through on systems, procedures and policies
- Demonstrated ability to follow through on commitments
- Ability to work in a fast paced environment
- Must have desire to learn all aspects of North Coast and be able to work in every department
- Ability to work independently and with others

**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.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

- Standing, walking, bending, reaching
- Using hands or fingers to handle or feel
- Specific vision ability: close vision, distance vision, depth perception, peripheral vision, and adjust focus
- Ability to climb up and down ladders
- Use of sharp cutting instruments
- 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.