



Grocery Clerk

Job Description

Reports Directly to Grocery Manager & Assistant Operations Manager

Nonexempt

Position Summary

Orcas Food Co-op's Grocery Clerks are responsible for maintaining outstanding customer service and for processing sales quickly, accurately and efficiently, and all cash register functions as well as assisting with preparing orders for Curbside Pick-up or Delivery; receiving, stocking, facing and display of grocery products; maintaining department cleanliness, and; providing excellent customer service at all times to customers/members, coworkers, and vendors.

Tasks and Responsibilities

- a. Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining Co-op standards, solid product knowledge, explaining store policies and procedures concisely, maintaining an awareness of all promotions and advertisements and all other aspects of customer service;
- b. Respond promptly and courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions;
- c. Maintain working knowledge of items being carried by the department and be able to comfortably discuss products with customers;
- d. Receive product deliveries, ensuring order and invoice accuracy;
- e. Stock, rotate, merchandise and face products according to department procedure;
- f. Maintain back-stock areas according to departmental standards;
- g. Catalog and code invoices, separate special orders, update and file paperwork;
- h. Document out of stock and waste items following departmental procedures;
- i. Ensure department sanitation, cleanliness and safety standards are met;
- j. Accurately and efficiently ring on registers and accurately maintain all cash at the registers. Recognize and know the name of each produce item each day. Know PLU (price look up) numbers for produce items;
- k. Maintain orderly appearance of register area and supplies stocked;
- l. Assist with gathering and preparing orders for Curbside Pick-up and/or Delivery;
- m. Perform additional tasks as needed;
- n. Let appropriate people know of pricing errors, PLU errors, un-priced items and returned products;
- o. Follow all Health Department regulations;
- p. Keep supervisor informed of any problems and/or ideas;
- q. Participate in team, staff, and other meetings as scheduled;
- r. Perform other duties as assigned;
- s. Maintain vision of the "Big Picture" for the store as a whole while simultaneously attending to details in the Grocery department;
- t. Know and promote Co-op principles and Mission, explain membership clearly and efficiently and follow Co-op work policies and procedures;

Job Requirements and Competencies

- a. Friendly personality and outgoing;



ORCAS FOOD CO-OP

- b. Knowledge of proper food handling procedures;
- c. Ability to provide excellent, professional customer service;
- d. Ability to handle stress and to treat customers and co-workers with respect even in difficult situations;
- e. Available to work a variety of shifts including mornings, evenings and weekends, show up for shifts on time and ready to work;
- f. Ability to work independently and as part of a team;
- g. Communicate openly and honestly and in a manner that is mutually respectful;
- h. Passion for local food and agriculture;
- i. Willingness to assist co-workers with anything that is necessary or requested;
- j. Self motivated;
- k. Ability to organize tasks efficiently, maintain focus and stay productive throughout shift;
- l. Willing and able to accept direction and follow through with delegated tasks;
- m. Ability to work quickly, efficiently and in some cases independently in a fast paced environment;
- n. Ability to learn quickly, prioritize effectively and demonstrate good judgment;
- o. Ability to process information/merchandise through register system;
- p. Ability to read, count, and write to accurately complete all documentation;
- q. Ability to operate all equipment necessary to perform the job;
- r. Comfortable asking questions and asking for help when needed;
- s. Consistently practice good personal hygiene;
- t. Excellent communication, organizational and multitasking skills;
- u. Ability to read and interpret documents such as invoices, order lists and department manuals;

Physical Requirements

- a. Ability to lift 50 lbs;
- b. Ability to stand for long periods, bend and twist repeatedly, lift product overhead, and/or to climb ladders with product;

Benefits Include:

- c. 20% Staff discount
- a. 50% deli meal discount when working
- b. Paid vacation
- c. Paid personal leave
- d. Paid lunch breaks
- e. Free Yoga classes
- f. Employee Charge Account
- g. Access to staff "free bin"
- h. Employee Assistance Program (EAP)