



Grocery Clerk: Job Description

Reports Directly to Cooperative Relations Senior Manager & Center Store Senior Manager

Nonexempt

Seasonal 30-40hr with potential for year round

Range \$18.50- \$22.50

Position Summary

Orcas Food Co-op's Grocery Clerks are responsible for processing sales accurately and efficiently along with all other cash register functions, stocking and facing of products, maintaining department cleanliness and providing excellent customer service 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, explaining store policies and procedures concisely, maintaining an awareness of all promotions and advertisements and all other aspects of customer service;
- b. Know and promote Co-op principles and Mission, explain membership clearly and efficiently and follow Co-op work policies and procedures;
- c. Respond promptly and courteously to all customer questions and complaints and work hard to ensure that the customer feels satisfied after any interactions;
- d. Maintain working knowledge of items being carried and be able to comfortably discuss products with customers;
- e. Accurately and efficiently ring on registers and accurately maintain all cash at the registers. Recognize and know the name of each produce item. Know PLU numbers for produce items;
- f. Stock, rotate, and face products according to department procedure;
- g. Maintain back-stock areas according to departmental standards;
- h. Document loss items following departmental procedures;
- i. Maintain orderly appearance of register area and supplies stocked;
- j. Ensure department sanitation, cleanliness and safety standards are met;
- k. Follow all Health Department regulations;
- l. Keep supervisor informed of any problems and/or ideas. Let appropriate people know of pricing errors, PLU errors, un-priced items, returned products and any customer incidents;
- m. Participate in team, staff, and other meetings as scheduled;
- n. Perform other duties as assigned.

Job Requirements and Competencies

- a. Available to work a variety of shifts including mornings, evenings and weekends, show up for shifts on time and ready to work;
- b. Ability to provide excellent, professional customer service;
- c. Ability to handle stress and to treat customers and co-workers with respect even in difficult situations;
- d. Demonstrate good judgment;
- e. Ability to work independently and as part of a team;
- f. Communicate openly and honestly and in a manner that is mutually respectful;



- g. Willing and able to accept direction and follow through with delegated tasks, assist co-workers with anything that is necessary or requested, and ask questions or for help when needed;
- h. Self motivated;
- i. Ability to prioritize, work quickly and efficiently, maintain focus and productivity, in some cases independently, in a fast-paced environment;
- j. Ability to read, count, and write to accurately complete all documentation, and process information/merchandise through register system;
- k. Consistently practice good personal hygiene;
- l. Hold a current Washington State Food Handlers Card;

Physical Requirements

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

Benefits Include:

- a. 25% Staff discount
- b. 50% deli meal discount when working
- c. Paid vacation
- d. Paid personal leave
- e. Paid lunch breaks
- f. \$135 Monthly Credit at Healing Arts Center (20+hrs)
- g. \$30 Reimbursement for Gym Membership
- h. \$300 Healthcare Reimbursement Arrangement (30+hrs, effective after 90 days)
- i. Employee Charge Account
- j. Access to staff “free bin”