



## Senior Clerk – Front End

**DEPARTMENT:** Front End

**SALARY LEVEL:** \$12.23-18.33

**LOCATION:** Arcata

**STATUS:** Full Time

**REPORT TO:** Asst. Store Manager

**INTERNAL POSTING DATE:** 08/10/18 – 08/15/18

**EXTERNAL POSTING DATE:** Until Filled

**JOB SUMMARY:** To ensure the highest level of service possible to North Coast Co-op's internal and external customers. Assist the Store Managers in managing the operations of the store, including but not limited to: building maintenance, store security, and employee and shopper safety. This position is also responsible for the smooth functioning of the Front End operations of the store including the proper handling of all monetary transactions, supporting cashiers and maintaining the customer service desk.

### 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. Senior Clerk Leadership

- a. Promote team building and motivate staff to achieve their stated objectives.
- b. Treat staff and managers with consistency and fairness in a style appropriate to a cooperative work environment.
- c. Ensure that communications are clear, direct, and respectful.
- d. Ensure the integrity of North Coast Co-op's stated vision and policies in decision-making and interactions with others.
- e. Ensure professional and friendly service from all staff.
- f. Act as a model to all employees following both the union contract and employee handbook.
- g. Handle customer questions and complaints and refer problems to a manager as needed.
- h. Assist with medical emergencies, disorderly customers and/or shoplifters in accordance with established procedures.

#### 3. Store Operations

- a. Assist with smooth flow of store operations and help cover cashier duties as needed.
- b. Observe status of each department and report discrepancies, performance problems or other relevant conditions to Department Head or Store Manager.
- c. Assist with time keeping by noting tardy and absences on daily log sheet.
- d. Provide support where and when necessary within the store depending on daily demands and needs of store.
- e. Assist with troubleshooting equipment breakdowns during shift as needed using established procedures.

- f. Keep store in clean, orderly condition during shift. Ensure that store is closed following procedures.
- g. Answer and route phone calls, take and route messages as needed.

#### **4. Front End/Customer Service Duties**

- a. Ensure accuracy and security of all cash received through front end by upholding money-handling procedures, checking cashier deposit paperwork and giving feedback to staff as needed during shifts.
- b. Assist supervisors with coordinating tasks and projects for Front End staff during slower times. Maintain standards of cleanliness and organization of check-out areas.
- c. Assist in maintaining store and grounds in clean, orderly condition, meeting Health Department standards.
- d. Receive and distribute applications from prospective applicants.
- e. May work with supervisors to train staff in cashiering and Front End policies.
- f. Assist with communication between Front End and other departments as needed.
- g. Ensure all sales transactions are properly accounted for and all receipts and change funds are properly secured at all times
- h. May assist with deposits and change orders.
- i. At times may operate cash register. Check out customer's purchases quickly and accurately, using correct prices and codes, and ringing up items under the correct department.
- j. May bag groceries and assist with carry outs.
- k. Be aware of customers standing in line and call for back up so that customers wait as little as possible to be checked out
- l. Oversee monitoring of refrigeration equipment at closing and notify appropriate supervisor or maintenance as to needs.
- m. Organize daily break schedule, sign in/out sheet and cashier register assignments.
- n. Assist with monitoring scheduled breaks to ensure appropriate time is taken by all staff.
- o. Assist cashiers with cash drawers at the end of shift as needed.
- p. May balance cash drawer at end of shift. Strive for perfect drawers and accountability.
- q. May count safe throughout the shift. Ensure accuracy of all cash received in and out of safe.
- r. Know the Co-op's membership policies and assist customers interested in joining the Co-op.
- s. Answer all incoming phone calls and route them using paging or transfer system.
- t. Know co-op policies and products in order to answer customer questions.
- u. Assist supervisors with keeping courtesy clerks on tasks and maintaining the Co-op restroom.
- v. Stock and maintain break room supplies daily.

#### **5. Store Safety & Security**

- a. Follow safety, sanitation and security practices.
- b. Be familiar with emergency procedures and know what to do in an emergency situation.

#### **6. Store Maintenance**

- a. Ensure store and outside areas are in clean, orderly conditions at all times and meet Health Department standards.

## **7. Planning**

- a. Attend Senior Clerk and Department Head meetings.

## **8. All Staff Duties**

- a. Abide by all Co-op policies and procedures as outlined in the Employee Handbook and other company documents.
- b. Keep customer service area orderly and clean.
- c. Maintain a positive attitude.
- d. Perform all other duties as assigned by Supervisors.

### **KNOWLEDGE, SKILLS, ABILITIES:**

- Outstanding customer service skills
- Experience in retail food store environment, with knowledge of operations
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Regular, predictable attendance
- Good computer
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to appropriately delegate duties and manage and motivate staff
- Demonstrated ability to follow through on commitments
- 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.