



Job Title:	Store Clerk
Department:	Store
Report To:	Till Supervisor
Starting Wage:	\$18.00 per hour
Last Revised:	May 2023

## JOB DESCRIPTION

### Position Summary:

The Cortes Natural Food Co-op's Store Clerk is responsible for performing cashiering duties; keeping the store stocked and clean; and providing professional service to customers in order to support the Co-op's mission.

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### Responsibilities:

- Performs all cashiering functions using the Point-of-Sale computer system and equipment
- Processes sales quickly, efficiently, and accurately for customers and co-workers
- Collects payment
- Keeps the front counter, store shelves, and all common areas on the sales floor orderly and visually appealing
- Follows and completes all procedures for opening and closing the store
- Follows and completes tasks in the daily log according to schedule
- Takes care of produce items for sale, including presentation, stocking, rotating, and cleaning
- Stocks and fronts all types of food, including meat, bulk, refrigerated, and frozen, according to schedule
- Organizes and rotates stock properly, including in the back stock room
- Answers customer questions and provides guidance accurately and efficiently
- Stocks supplies for customers, such as bags
- Receives special order forms from customers and processes properly
- Receives local products according to procedures
- Handles simple customer complaints, returns, and refunds according to policy
- Ensures all paperwork is organized and accurate
- Maintains the appearance of shelf tags and sale signs
- Fulfills pickup and delivery orders as assigned
- Explains membership clearly and accurately and signs up new members
- Performs basic cleaning and sanitization
- Removes garbage and recycling from the building
- Performs receiving duties for general deliveries as assigned
- Assists in inventory counts as necessary
- Provides excellent and professional customer service
- Develops a knowledge of Co-op products and current promotions

- Knows and promotes Co-op mission, vision, and values
  - Follows all Co-op work policies and procedures
  - Keeps supervisor informed of any ideas and/or issues
  - Attends staff meetings as scheduled and participates on committees as agreed upon
  - Performs other duties as assigned
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### **Qualifications:**

- Available to work a variety of shifts including evenings and weekends
  - Skilled in handling cash and basic math
  - Ability to learn Point-of-Sale software and basic computer skills
  - Previous experience in a retail environment
  - Ability to provide excellent, professional customer service
  - Ability to maintain a friendly and positive attitude
  - Ability to work in a fast-paced environment
  - Knowledge of natural and organic foods
  - Skilled in verbal and written communication
  - Ability to stay organized and set priorities with multiple tasks
  - Willingness to be open, to learn, and to take on new responsibilities
  - Ability to work independently and as part of a team
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### **Essential Physical Requirements:**

- Standing, walking, bending, and reaching frequently
  - Ability to lift repeatedly, up to 50 pounds occasionally
  - Ability to operate all equipment necessary to perform the job
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### **Work Environment:**

Fast-paced retail environment. Commonly works alone after or before hours for short periods of time. May work with or near moving mechanical parts and in hot or cold climate conditions. May work in moderate and loud noise environments.

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### **Disclaimer:**

Employees are expected to act in the best interest of the Co-op, even if doing so requires actions or responsibilities not listed in the above job description. The above statements are intended to describe the general nature and level of work being performed by those assigned to this job. They are not intended to be an exhaustive list of all duties and responsibilities required of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned which are not considered essential and may not be listed here.