

NATURAL HARVEST FOOD CO-OP

Greeter/Screeners Job Description

Purpose: To greet our customers as they enter the store. Specifically to sanitize carts and baskets for them, count how many people are in the store at one time, and to monitor that customers entering the store are wearing masks. Assist with snow removal on our sidewalks. Assist with other Front-end tasks as needed.

Status: Reports to Front End Manager
Pay Level I
Part-time hourly position, 20-25 hours per week

NATURAL HARVEST CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Accurately answer customer questions about products, store policies and co-op membership.
- Take initiative to constantly learn about products, product location and policies.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

Responsibilities:

I. Greeting and screening shoppers as they enter

- A. Greet all customers as they enter the store
- B. Sanitize carts and baskets and hand to customers as they enter the store.
- C. Count the customers entering the store to ensure our maximum occupancy stays under the established limit.
- D. Monitor that customers who enter the store are wearing a mask. Offer a mask for customers who do not have one. Offer the "shop-for-me" program as an alternative. Deny entry to customers who are not complying.

II. DEPARTMENT MAINTENANCE

- A. Keep cart storage area and entry way in clean and orderly condition.
- B. Sanitize all carts and baskets to have ready for customers. Assist customers with their cart returns.
- C. Remove snow from our sidewalk. Apply salt and gravel to sidewalk and parking lot to ensure customers can enter and leave safely.
- D. Assist with any other tasks to keep our Front End and store looking presentable.

- A. Participate in regular and thorough cleaning of all work and display areas.

III. OTHER

- A. Attend department and storewide meetings.
- B. Perform other tasks assigned by Front End Manager, like assisting the Front End staff with bagging groceries or general cleaning tasks.

QUALIFICATIONS

- Exceptional customer service skills.
- Experience serving the public.
- Ability to stay calm under pressure and explain our policies
- Ability to project a friendly and outgoing personality
- Ability to stand for long periods of time
- Ability to lift of up to 50lbs at times
- Ability to twist, bend, lift heavy items over your shoulders, push/pull heavy carts
- Willingness to work evenings and weekends as needed
- Predictable and regular attendance