

NATURAL HARVEST FOOD CO-OP CASHIER/STOCKER JOB DESCRIPTION

Purpose: To grow sales for our store and grow meaningful connections in our community. Specifically, to ring up customer purchases and otherwise assist customers at the front end. To stock product and contribute to the clean, full, attractive appearance of our store to help ensure all customers have a delightful shopping experience.

Status: Reports to Front End Manager
Pay Level I – Hourly/Non-Exempt
Part-Time 12-29 hours per week
Full-Time 30-40 hours per week

NATURAL HARVEST CUSTOMER SERVICE & 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 ownership.
- 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 ownership.
- 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. CASHIERING

- A. Check out customer purchases quickly and accurately, using correct prices, PLU's and departments.
- B. Call for back-up as needed so that customers wait as little as possible to be checked out.
- C. Bag customer purchases. For those needing assistance, offer to carry out groceries or call for help if available.
- D. Close out registers following established procedures.
- E. Refer unresolved customer questions or problems to Front End Manager, Assistant Front End Manager, or MOD.
- F. Promote ownership and receive ownership payments.
- G. Inform customers of specials or upcoming events

II. DEPARTMENT MAINTENANCE

- A. Keep checkout, and storage areas in clean, orderly condition: dust shelves, clean up spills and other hazards, sweep and mop floors as needed, take out trash and recyclables, remove boxes.
- B. Get the store ready in the morning before opening, and close down using established procedures.
- C. Alert Front End Manager, Assistant Front End Manager, or MOD to potential shoplifters, disorderly customers or other emergencies.
- D. Arrive 5 minutes before start of shift to review store communication channel and prepare for start of shift.
- E. Check all task lists to ensure that they have been or are in the process of being completed.

III. STOCKING

- A. Ensure displays, freezer cases, endcaps and shelves are fully stocked and rotated, following store merchandising guidelines and priorities set by Grocery Manager.
- B. Be familiar with backstock storage systems and procedures, and with products in backstock.
- C. Prepack bulk items as directed.
- D. Assist in maintaining receiving, storage and display areas in clean, orderly and efficient conditions.
- E. Break down boxes for recycling regularly. Take out recycling and trash as needed.
- F. Follow system to check sell-by dates on a daily basis. Handle products close to sell-by dates according to procedure or instructions. Write off expired product and store or dispose of properly.
- G. Be alert to condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- H. Participate in regular and thorough cleaning of all work and display areas.

IV. OTHER

- A. Attend department and storewide meetings.
- B. Perform other tasks assigned by Front End Manager, Assistant Front End Manager, and/or MOD (Manager on Duty)

QUALIFICATIONS

- Exceptional customer service skills.
- Experience serving the public.
- Ability to stay calm under pressure and always put the needs of our customers first
- Ability to project a friendly and outgoing personality
- Ability to talk to our customers about the benefits of ownership in a Co-op
- 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
- Cash register and cash handling experience
- Attention to detail
- Predictable and regular attendance
- Familiarity with natural foods and Co-ops