

Sno-Isle Food Co-op
JOB DESCRIPTION

JOB TITLE: Courtesy Clerk

DEPARTMENT: Front End

REPORTS TO: Front End Manager, Front End Assistant Manager and Front End Leads

SUPERVISES: none

PAY LEVEL: 1; non-exempt

ABOUT THE CO-OP

Sno-Isle Food Co-op is a full-service grocery store located in downtown Everett, offering local and organic foods. The Co-op is owned by over 10,000 families in Snohomish & Island County areas and has a commitment to strengthening the economic, social, and environmental fabric of our community. Since 1997, the Co-op has demonstrated a priority in sourcing local and sustainable products to ensure the ongoing preservation and betterment of the Earth. The Co-op's vision is to grow the community from the roots up.

POSITION FUNCTION

Responsible for delivering excellent customer service to all customers. Responsible for supporting the store operations by efficient bagging, carry-out, and general customer service to customers. Adheres to all operational, merchandise, and safety standards. May be cross-trained to work in multiple areas of the store in order to support the needs of the business. Work towards ensuring the Co-op's mission. Adhere to the Co-op's code of conduct.

QUALIFICATIONS:

- Able to work a flexible schedule to support business needs, including evenings, weekends, and holidays. Dependable attendance is required.
- Ability to provide friendly, professional external and internal customer service in a fast paced environment
- Ability to calmly and professionally handle multiple demands, prioritize effectively, and problem solve within established guidelines
- Able to respond appropriately to changes in direction or unexpected situations
- Ability to work effectively independently as well as within a team
- Ability to communicate well with others
- Willingness and ability to meet the changing needs of the job
- Ability to:
 - Frequently lift and carry 30-50 lbs.
 - Climb a ladder when necessary
 - Stand and walk for long periods of time
 - Work efficiently in a fast-paced environment

ESSENTIAL FUNCTIONS

- Greet customers throughout the store
- Follow established customer service practices with all customers

- Assist customers with finding products
- Bag customer groceries, following Co-op best practices
- Assist with carrying out customer purchases.
- Perform price checks for cashiers as required
- Answer incoming phone calls and direct callers to the correct person in a friendly and timely manner
- Stock product as assigned by supervisor
- Perform basic shelf facing
- Stock store supplies as needed and/or assigned by supervisor
- Follow established record keeping systems
- Keeps customer areas clean and free from hazards
- Encourage team dynamics and working well with others

ADDITIONAL FUNCTIONS:

CUSTOMER SERVICE AND PERFORMANCE:

- Know what a Co-op is and how to highlight the Co-op difference
- Understand how the Co-op functions with relation to owners, customers, and community
- Provide prompt, friendly, courteous customer service
- Ability and willingness to work a flexible schedule to support business needs.
- Maintains dependable attendance
- Ensure customer satisfaction through active listening and follow through
- Maintain professional behavior
- Develop a strong product knowledge
- Support and follow all store policies and processes
- Participate in safety awareness and maintenance of a risk-free environment
- Performs any general housekeeping tasks necessary to maintain a clean, tidy store
- Develop and maintain good working relations with other staff. Support and assist team members and supervisors when necessary
- Assist in other departments, as needed
- Supports and participates in store sales goals and programs
- Demonstrates strong interpersonal, communication (verbal and written), active listening, proactive problem solving, organizational, time management and follow through skills

ADDITIONAL DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time, with or without notice.

I have read this job description and I fully understand my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my department or the Co-op and if so I will be required to perform such additional

duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Name (print): _____

Employee Signature: _____

Date signed: _____

Updated: 3.14.2023