

DEPARTMENT CLERK

Our Mission:

The Mission Statement of the Sno-Isle Co-op is to operate a regionally-based community supported consumer natural foods cooperative that will:

- Feature natural, bulk and organic foods
- Encourage its members to contribute and participate in its growth
- Be supportive of local growers and producers
- Be a resource for our community and for education towards a healthy and an ecologically sustainable life style
- Welcome diversity in its membership
- Be as eco-friendly as possible

Position Function:

Help to assist the needs of the department. To provide a positive experience for the shopper in the store. Keep the department clean and presentable while keeping shelves stocked and faced. Follow any requested instructions of the department buyer/manager. Help customers throughout the store as needed.

Status:

- Reports to Department Leads and PIC

Essential Functions:

- Follow instructions provided by the department leads
- Stocking Freight
- Organizing Shelves
- Working Back stock
- Other department duties as per requested by the department head
- Placing orders via request of the department head
- Product knowledge
- Knowledge of Department Guidelines
- Bag groceries when requested by the front end.
- Ability to work freight when needed
- Review evaluation reports and take corrective action as needed
- Lets appropriate people know of pricing errors, un-priced items, bad product and other issues that require action
- Keeps supervisors informed of ideas and problems
- Keeps an 'eye out' for Shoplifters
- Have a working knowledge of products and location
- Projects a professional image (both in appearance and manner)

Qualifications:

- Willingness to be open to learn and take on new responsibilities
- Excellent attendance and no history of tardiness
- Demonstrated ability to follow through on commitments
- Familiarity with natural foods

Co-op Related Qualifications:

Performance:

- Ability to:
 - o be adaptable and flexible
 - o follow all policies and procedures
 - o handle multiple demands with a positive attitude
 - o lift 30-50 lbs. when necessary
 - o work efficiently in a fast-paced environment
- Act as a proactive problem solver
- Attention to detail and good organizational skills
- Ensure coverage in your department as needed
- Ensure operational success within your department
- Follow and direct all communication processes
- Highly organized with the ability to prioritize
- Perform as an example in following all policies

Personnel:

- Encourage team dynamics and working well with others
- Good communication / listening skills
- Informs appropriate staff of any issues within their department
- Maintain good working relations with other staff

Knowledge and Customer Service:

- Co-op Knowledge - Know what a Co-op is, what makes a Co-op different from conventional grocers/retailers
- Develop a Strong Product Knowledge
- Knows store layout and keeps in touch with the products we carry, refers customers to correct resource when necessary
- Ensures customer satisfaction through active listening and follow through
- Provide prompt, friendly, courteous customer service
- Projects a professional image (both in appearance and manner)
- Support all store policies and processes
- Understands the Co-op model and how we are different from a corporation
- Understand how the Co-op functions with relation to owners, customers and community
- Required extensive computer literacy ex: Microsoft windows/office/word and excel. Internet/web browsing skills, Quick Books, Time Clock...