

REGISTER CLERK JOB DESCRIPTION

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:

To provide a positive experience for the shopper in the store and at the check stand. Help all other departments as required and follow the front end rules and regulations. Keep the store clean and presentable while keeping shelves faced. Help customers throughout the store and check them at the register in a timely manner.

Adhere to the Co-op's code of conduct at all times.

Status: Reports to GM, Front End Manager and PIC's

Essential Functions:

Customer Service:

- Greets customers as they enter the store and at check stand, acknowledges presence of customers that are shopping and says "Good-bye" as they leave or other appropriate salutation
 - o Remember, the cashier is the last person the customer will be in contact with
- Responds promptly and courteously to all customer questions, comments and complaints and ensures that the customer feels satisfied after any interactions
- Explains store policies and procedures clearly, completely and concisely to shoppers
- Calls for additional cashier to keep customers waiting time to a minimum
- Follows "customer checkout procedures" to ensure smooth, efficient customer movement

Register/Front End Operations:

- Awareness of the checker schedule at all times
- Bag groceries and ask customers if they need any further help
- Changes the receipt rolls on register and debit machine before they run out
- Follows established record keeping systems
- Helps with Produce, Wellness, and Grocery as needed
- Keep register tables free of personal items, food and drink
- Maintain a clean and clear entrance and front end for good customer flow
- Ensure front end supplies are stocked and communicate any stocking needs
- Awareness of shoplifting while on the sales floor
- Keeps cash registers area and counters clean, and free of clutter
- Keeps shopping carts and hand baskets clean and put away
- Operate cash register accurately and efficiently
- Perform duties as required by your managers
- Perform accurately and efficiently on the register
- Rings items into correct departments

Qualifications:

- Ability to explain how to join the co-op and related benefits
- Be familiar with Membership policies and procedures so that you can answer questions, explain membership, and follow correct procedures for signing up new members or take payments
- Recognizes and knows the name of each produce item each day
- Has a working knowledge of products and location

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...

Updated 3.2.2018

