

Sno-Isle Food Co-op
JOB DESCRIPTION

JOB TITLE: Retail Clerk

DEPARTMENT: Retail

REPORTS TO: Retail Manager and Retail Assistant Manager

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 8,000 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 an excellent customer experience by appropriately engaging and interacting with all customers. Maintains a stocked, clean and organized store environment. 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
- Computer literacy required.
- Ability to:
 - memorize planograms and other job related information
 - be adaptable and flexible
 - follow all policies and procedures
 - handle multiple demands with a positive attitude
 - 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:

Sales Floor/Stocking:

- Follow instructions provided by the department leads, in absence of the department head
- Stock freight
- Organize shelves, both on the sales floor and the back stock area
- Other department duties as per requested by the department head
- Knowledge of department guidelines
- Review evaluation reports and take corrective action as needed
- Informs appropriate people of pricing errors, un-priced items, bad product and other issues that require action
- Keeps supervisors informed of ideas and problems
- Informs the appropriate person of suspected shoplifters

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
- 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
- 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 4.11.2023