FRONT END CLERK

JOB DESCRIPTION

Position: Front End Clerk
Reports to: Front End Manager
Purpose: Checks out customer purchases, assists with receiving, stocking and display of product as needed, maintains department cleanliness, registers community room class participants, and provides customer service.

POSITION RESPONSIBILITIES

- Greets each customer. Provides friendly, knowledgeable, and prompt service.
- Checks out customer purchases accurately, efficiently.
- Maintains consistent cash accuracy according to store policy.
- Works with team to complete daily checklist duties.
- Trains other staff as needed.
- Efficiently bags groceries for customers while maintaining product integrity, calls for bagging assistance as needed.
- Receives and processes membership applications and renewals. Provides information to prospective members regarding benefits or membership.
- Stocks, rotates, merchandises and faces product as needed according to individual department procedures.
- Assists in other departments as needed.

GENERAL RESPONSIBILITIES:

Customer Service

- Knows and adheres to quality standards for customer service as outlined by management and owners.
- Adheres to all guidelines around product recommendation and information.
- Assists in any other departments as needed.

Communication

- Communicates openly and honestly with all others in the organization.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.

Mission Integration

- Knows and promotes Earthlight Natural Foods' principles.
- Understands Earthlight's Mission and Values.
- Knows Earthlight's history.

- Gains and shares natural foods knowledge, continually accesses new information.
- Communicates needs and problems promptly and efficiently.
- Operates with a sense of teamwork; incorporates into daily job.

Personal Effectiveness

- Availability meets the needs of the department for scheduling purposes.
- Reports to work for scheduled shifts, on-time and appropriately uniformed.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report, and resolve problems before they escalate.
- Provides a positive model for co-workers.

TECHNICAL SKILLS:

Quality of Work

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Physical Demands

- Required frequently: standing, walking, kneeling, squatting, bending, reaching, repetitive hand and wrist movement and lifting up to 30 lbs.

ESSENTIAL SKILLS AND EXPERIENCE:

- Ability to lift up to 30 lbs.
- Ability to prioritize work tasks, multi-task, and maintain focus.
- Ability to communicate effectively with people from diverse backgrounds.
- Ability to efficiently research information on the internet for customers.

DESIRED SKILLS AND EXPERIENCE:

- Previous customer service experience.
- Experience or interest in natural foods.

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.