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## **Grocery Team**

### **Reports to: Grocery Team Leader**

#### **Position Summary**

The Grocery Team works with the entire store team to give friendly, upbeat customer service while stocking and maintaining the grocery aisles, freezers and chilled cases.

#### **Responsibilities**

##### **Department Maintenance**

- Models a high work pace throughout the day.
- Ensure that grocery department shelves, displays, aisles, storage areas and department systems maintained, accurate and in clean orderly condition at all times.
- Communicates daily with the Grocery Team Lead about products coming in and/or special projects in order to plan the work for the day.
- Walks the store daily to assess problem areas, determine work flow and delegate tasks.
- Works with the team to ensure that all areas of the sales floor are stocked and fronted at all times and well maintained.
- Ensures that daily freezer temperature checks are taken.
- Maintains a signed area for Special Orders in the freezer, walk in refrigerator, and Grocery Hall.
- Ensures that all products have shelf tags with minimum of twice weekly shelf tag check.
- Records, tracks and monitors shrink and communicates this information as needed to buyers and finance manager.

- Maintains a well organized and systematic back stock area.
- Ensures that all damage and credits are called in ASAP and this paperwork is maintained.
- Performs other tasks assigned by Grocery Team Leader.

### **Customer Service**

- Maintains a pleasant helpful relationship with customers and co-workers
- Provide prompt friendly customer service
- Encourage and answer all customer suggestions, requests and complaints
- Know store layout and be aware of products in all departments

### **Technical Skills (Quality of Work)**

- Understands technical requirements of job, applies technical knowledge consistently
- Organizes tasks efficiently, maintains focus and stays productive
- Achieves established goals and expected results for the department
- Maintains safe work environment according to all department procedures, federal and state regulations
- Ability to read and interpret documents such as department manual, invoices, UNFI catalog
- Ability to prioritize work tasks, multi-task and maintain focus.
- Ability to communicate effectively with customers.

### **Merchandising**

- Build and maintain end-caps and other in-store displays using guidelines from the Retail Basics Merchandising Manual
- Offer tastes, samples and suggestions for purchase to customers

## **Qualifications**

- Previous retail merchandising and stocking experience
- Organized, consistently follows through on commitments
- Strong communication skills –listens well, gives clear instructions
- Familiarity with POS systems
- Ability to handle multiple demands
- Ability to work efficiently
- Regular predictable attendance
- Ability to lift 50+ pounds
- Ability to stand for long periods
- Ability to self-motivate and work independently
- Ability to handle stressful situations in a calm, effective manner
- Dedication to ensuring the customer has the best possible experience
- Willingness and ability to learn and grow to meet the changing requirements of the job