Front End Clerk Job Description
Reports to: Front End Manager

Position Summary:
Provide friendly, upbeat customer service to all member-owners and customers with their purchases, while maintaining a safe, positive and hazard-free work environment.

Essential duties and responsibilities
- Operate cash register
- Process customer purchases promptly and accurately using correct PLU's for produce and bulk items
- Process customer payment accurately and efficiently, in accordance with established policies
- Promote Member/Ownership benefits with non-member/owners
- Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Front End Manager or Lead Cashier
- Communicate co-op special events to customers
- Alert Management of potential shoplifters, disorderly customers or other emergencies

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

Department Maintenance
- Handles company funds with accuracy
- Correctly rings in items at register
- Stock items as assigned
- Keep register area in a clean and orderly condition
- Collect grocery carts from corral as needed
• Inform Front End Manager of equipment repair and replacement needs
• Assist with quarterly inventory
• Assist with stocking, cleaning and facing store.
• Perform other duties as assigned by Front End Manager, Manager on Duty, or General Manager.

**Required Qualifications**

• A minimum of 12 months experience.
• Flexible with schedule needs, can work on weekends
• Dedication to ensuring the customer has the best possible experience
• Organized, meticulous attention to detail
• Basic computer skills (Microsoft Word, Excel)
• Familiarity with POS systems
• Excellent Communication skills
• Ability to project a friendly, outgoing personality
• Ability to lift 25 + pounds
• Ability to stand for long periods
• Regular, predictable attendance
• Capable of working independently and motivating self and others
• Ability to handle stressful situations in a calm, effective manner
• Excellent cashier and money handling skills
• Willingness and ability to learn and grow to meet changing requirements of the job
• Familiarity with natural foods, grocery industry or cooperatives.