



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701

(907) 457-1023

www.coopmarket.org

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



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- 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 12months 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.