



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701

(907) 457-1023

www.coopmarket.org

Position: Grocery Clerk

Reports to: Grocery Manager

Position Summary

The Grocery Clerk 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 Manager about products coming in and/or special projects in order to plan the work for the day.
- 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 once weekly shelf tag check.
- Participate in Co-op quarterly inventory.
- Performs other tasks assigned by Grocery Manager or Lead Receiver.

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)



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- 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, training booklet
- 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 and NCG Planograms

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