



CO-OP MARKET GROCERY & DELI

526 Gaffney Road  
Fairbanks, Alaska 99701

(907) 457-1023

[www.coopmarket.org](http://www.coopmarket.org)

## **Front End Clerk Job Description**

**Reports to:** Front End Manager

### **FLSA Status:**

Non-Exempt

### **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.

### **Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

### **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 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.



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### **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 exert force, push, pull, lift to 25+ lbs.
- 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.

### **Work Environment:**

Grocery Store, cool and warm areas in various departments

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.



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