



UTILITY & MAINTENANCE CLERK

Pay Group:	Level IV	FLSA Classification:	Non-Exempt
Department:	Operations	Reports To:	Facilities & Sustainability Manager
Hours:	Part-time		
Draft or Final:	Final		

OBJECTIVE:

Keeping in mind the sustainability policies and practices of the Co-op, this position: assists with maintenance and repair of the building, property, and equipment while offering customer service and assistance in the store; provides minor repair and service to equipment, grounds and the building and; assists in providing a safe and clean environment for customers and staff.

SUMMARY OF RESPONSIBILITIES:

Daily maintenance and repair needs of the store. Light general custodial and maintenance tasks such as cleaning the sidewalk and parking lot, assisting in the prompt clean-up of spills, and other duties that may include the use of specialized equipment. Clean shopping carts, cooler condensers, replace light bulbs, lighting fixtures and air filters, and any other general maintenance tasks. Perform basic store repair functions. Greet customer and perform excellent customer service on the floor.

ESSENTIAL FUNCTIONS:

1. Excellent Customer Service:

- Be available for customer service and responsive to customers' needs when present on the retail floor.
- Greet customers in a friendly and cordial manner.
- Learn general product locations to assist customers throughout the store.
- Refer customers to the appropriate employee to provide product information.

2. Maintenance and Store Cleanliness:

- Includes, but is not limited to:
 - *The physical store and office:* interior and exterior walls and lighting, floor drains, fans, and ceilings free of dust and dirt, bathrooms sanitized, towel and soap dispensers full, trash areas kept clean and clear of debris, the front and sides of store kept clean and free of trash, all light fixtures are maintained in working order.
 - *The store equipment:* coolers/freezers cleaned including condensers, shopping carts cleaned, air filters replaced, and report all repair issues for refrigeration and HVAC systems.
 - *The grounds:* trash and recycling area, parking lot, landscaped area, etc.
 - Follow the weekly, monthly, or quarterly cleaning plan.
- Effectively manage the collection and appropriate disposal of all store trash and recycling following the sustainability standards and policies set by the store.
- Adhere to all Health Department and sanitary conditions related to store cleanliness.
- Respond appropriately to all spills or messes and utilize the authorized process and safety precautions for cleaning spills.
- Use authorized cleaning products and floor chemicals – track inventory and report to manager when supplies are low, store correctly, and use as intended. May be required to order or shop for supplies as needed.
- Assist in organization of special projects such as in-depth cleaning jobs, painting, light carpentry, light plumbing, light electrical/mechanical work, etc.

- Assist with cleaning or organizational tasks related to remodel, reset, or renovation.
 - Attend to other tasks that need attention to maintain the store in an acceptable level of cleanliness.
- 3. Employee Safety and Security:**
- Perform monthly safety checks, noting any repair and maintenance required and updates needing to be completed.
 - Alert the Facilities & Sustainability Manager if any unsafe condition inside or outside the store is noticed.
 - Help to maintain grocery retail and storage areas in clean, orderly condition, meeting health department standards.
 - Track inventory and purchase supplies in the first-aid kits as needed.
- 4. Other Duties:**
- Support store-wide sustainability initiatives.
 - Special projects or deep cleaning as assigned.
 - Attend and participate actively in all meetings and store required functions.
 - Assist storewide when needed and/or requested by management.
 - Other duties as assigned by Facilities & Sustainability Manager.
 - Read all notices and newsletters.

GENERAL STAFF EXPECTATIONS:

- **Attendance** – Follows all policies and procedures regarding attendance – arrives promptly for all scheduled shifts, mandatory trainings, and store meetings. Pre-authorizes any tardiness or absences with your supervisor.
- **Professionalism** – Represents the store well at all times with neat and clean appearance and work-appropriate demeanor.
- **Teamwork** – Works as a team player by cooperating and maintaining a positive attitude with all staff. Demonstrates constructive interaction, positive attitude, and respectful verbal and written communication.
- **Customer Service** – Greets all customers, employees, and vendors warmly and makes eye contact. Provides all customers and co-workers with courteous, timely and efficient service. Always strives to surpass our customer's expectations.
- **Initiative** – Demonstrates resourcefulness, uses ingenuity, and is proactive in getting things done as it relates to the best needs of the department or the Co-op as a whole, while maintaining a pace that is productive, comfortable, and safe. Asks superiors about extra duties as needed. All staff is encouraged to help generate ideas and improve systems at CNFC.
- **Volume & Quality of Work** – Utilizes time management and organizational skills to complete work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness. Takes the time to do it right and follow through to the end while adhering to all store policies and procedures.
- **Work & Leadership Development** – Demonstrates understanding of the job functions and all department and store policies and procedures. Pursues and participates in learning experiences that support job knowledge and enhances personal, departmental and store-wide success. Demonstrates ability to learn and grasp new concepts and methods.
- **Dependability** – Sets an example of reliability; carries out instructions, fulfills responsibilities, and sets new agreements if needed. Follows through on plans and goals.
- **Judgment** – Uses common sense and tact to take appropriate actions, and size up situations and determine rational decisions. Maintains confidentiality.
- **Adaptability** – Demonstrates ability to respond appropriately to changing circumstances. Can be depended on to remain calm and perform effectively when pressures intensity.
- **Communication** – Gives positive and constructive communication sharing information, news, ideas, feelings, and creates mutual understanding. Always friendly, but focuses on work topics.

- **Store Conditioning & Safety** – Participates in creating a clean work environment for self, co-workers and customers while working safely at all times.
- **Environmental Stewardship** – The Co-op has created several processes and guidelines that support environmental stewardship including recycling programs, water conservation, purchasing guidelines, etc. All employees are expected to understand and participate in our sustainability programs.

QUALIFICATIONS:

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and maintain a good attendance record. Must have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge and Skills

Minimum Education:

- HS diploma or equivalent

Minimum Experience:

- Knowledge of basic hand tools.

Language Skills:

- Read and interpret documents in English such as invoices, safety rules, operating and procedure manuals, etc.
- Able to write in English such as comments on invoices or safety logs.
- Ability to speak effectively in English with service representatives, customers and employees.

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-used software programs, including but not limited to Microsoft Outlook, Excel, and Word programs.
- Ability to use Internet browser to research repairs and cleaning methods.

Reasoning Ability:

- Ability to operate independently with minimal supervision and to determine own work priorities within departmental guidelines.
- Ability to handle multiple demands, problem-solve, and research information.
- Ability to handle stressful situations in a calm, effective manner.
- Demonstrate calmness under pressure.
- Excellent sense of organization and follow-through on commitments.

Desirable Skills:

- Relevant experience preferred.
- Basic knowledge of building, electrical, plumbing, HVAC and refrigeration systems maintenance and repair.
- Basic Spanish speaking or comprehension.
- Basic understanding of OSHA safety requirements.
- Basic understanding of building and grounds operations and repair requirements.
- Knowledge of and passion for sustainability issues and the natural food industry.
- Familiarity with Cooperative philosophy and/or retail natural foods experience.

Responsibility and Authority

- Equipment: Responsible for maintenance of and proper use of cleaning equipment and large tools such as ladders, power tools, and hoses and smaller hand tools.
- Financial: *Indirect:* Attention must be paid to proper safety and equipment use to avoid injury and/or lost work time. Repairs must be conducted in a timely manner to avoid any risk of personal injury. Any purchasing done should have supervisor approval and costs must stay within the realm of reason.

Physical Job Description

Typical Working Conditions:

Environment is generally indoors walking or standing. The position requires services on the main floor of the store, the second floor offices and the roof. Most of the building temperature is controlled, although it is occasionally necessary to go outside and will be exposed to outdoor temperatures. Work performed includes using store, non-toxic cleaning agents.

Equipment Used:

Must understand and be able to use a variety of hand tools and cleaning equipment, such as hand tools (i.e. screw driver, wrench, hammer); broom, shop vacuum, mop with a wringer, box cutter or glass scraper, power tools (i.e. electric drill) step ladders, steam cleaner and power washer with compressor. May wear personal protective equipment (PPE) as needed (i.e. gloves, etc.). May require the use of personal vehicle, in which case, employee must maintain a current California Driver's License and insurance. Mileage reimbursement will be paid at the published federal rate.

Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to sit for periods of time with keyboard use and reading of computer screen. The employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds with an occasional need to lift and/or move up to 25 pounds and an occasional need to lift up to 50 pounds. There may be an occasional need to stoop, kneel, crouch, or crawl.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

