



CASHIER/STOCKER JOB DESCRIPTION

Purpose: To provide prompt, friendly, helpful customer service and maintain the store in clean, full-stocked, and orderly condition.

Direct Supervisor: Operations Manager

Status: Non-Exempt/Hourly

Position Responsibilities:

I. Cashiering

- a. Greet customers, smiling and making eye contact.
- b. Check-out customer purchases quickly and accurately, using correct prices and departments.
- c. Maintain the physical appearance of the cash register area, including but not limited to, cleaning countertops; organizing bags; returning carts and baskets; sweeping and dusting; and cleaning-up spills.
- d. Maintain awareness and acknowledge customers standing in line and call for back-up as needed.
- e. Assist customers with bagging groceries and assist with carrying out items to their car as needed.
- f. Maintain familiarity with monthly specials, sales, and in-store promotions.
- g. Maintain familiarity with Co-op policies in order to better answer customer questions or refer unresolved questions to the Operations Manager.
- h. Issue credits to customers for returned items following Co-op policy, and ensure that returns are reported to appropriate department staff.
- i. Maintain accurate paperwork throughout the shift and reconcile drawer as necessary.

II. Stocking

- a. Stock, rotate, merchandise, and face product according to department procedure.
- b. Pull, record, and dispose of short-date, low-quality, damaged, and return items following established procedures. Record department shrinkage promptly and accurately.

III. Other Tasks

- a. Attend staff and team meetings as required.
- b. Open and close store by adhering to store procedures.
- c. Complete cleaning duties as assigned per the cleaning schedule.
- d. Answer phones and direct calls as appropriate.
- e. Use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to assure at all times maximum safety to one's self, fellow staff and customers.
- f. Provide assistance with special orders as requested.
- g. Perform other duties as assigned.

Qualifications

- Must have experience serving the public.
- Previous natural foods experience is preferred.
- Must have basic computer skills.



- Must have excellent customer service skills – project a friendly and outgoing personality.
- Must have good verbal and written communication skills and be a team player.
- Must be able to read and interpret documents such as department manual.
- Must be organized and able to multi-task while maintaining a high level of accuracy.
- Must have great attention to detail, ability to prioritize effectively, and demonstrate good judgment.
- Must be able to work a flexible schedule to meet the needs of the business – evening and weekend shifts may be required, including availability for special events.
- Must be able to stand, bend, reach and lift repeatedly for extended periods of time.
- Must be able to lift up to 30 lbs. and occasionally 50 lbs.

General Requirements:

I. Customer Service

- a. Provide excellent customer service to our shoppers, making the customer's needs your priority.
- b. Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability, or socio-economic level.
- c. Must have working knowledge of product line in order to assist customers properly.
- d. Take initiative to assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary. Offer suggestions for purchases and ways to use products, offering tastes and samples when appropriate.
- e. Share information with our shoppers about Co-op happenings, educational opportunities, and the benefits of a Co-op membership.
- f. Report customer suggestions, comments, and complaints to the Operations Manager.
- g. Follow security procedures. Alert management of potential shoplifters, disorderly customers, and other emergencies.

II. Internal Communication

- a. Provide excellent internal service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- b. Communicate openly and honestly with all others in the organization and be respectful at all times.
- c. Help create a work environment that is cooperative, fun, productive, and safe, that focuses on solutions instead of problems.
- d. Accept and offer feedback and suggestions openly and respectfully.
- e. Take initiative to identify, report, and resolve problems before they escalate.
- f. Resolve conflicts respectfully and in a timely manner, asking for assistance from supervisor as needed.
- g. Check mailboxes and/or e-mail at least once per shift, as required.

III. Personal Effectiveness

- a. Report to work for scheduled shifts on-time and dressed appropriately and professionally.
- b. Understand and adhere to organizational and departmental policy and procedures.
- c. Accept direction willingly and follow through with delegated tasks.
- d. Learn and adapt to new tasks or situations quickly and cooperatively.
- e. Maintain job-related confidentiality.

IV. Mission Integration

- a. Know and promote the cooperative principles.
- b. Understand SLO Natural Foods Mission, Values, and history.



DISCLAIMER NOTICE:

All elements of the job description listed above are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.