

**CITY CENTER MARKET  
STOREKEEPER/CASHIER  
JOB DESCRIPTION**

Purpose: To provide excellent customer service, ensuring that every customer has a delightful experience at CCM. To ring up customer purchases accurately, quickly and respectfully. To contribute to the clean, full, attractive appearance of our store.

Status: Reports to Operations Manager  
Part-time/Full-time

**RESPONSIBILITIES**

**I. CUSTOMER SERVICE**

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

**II. CASHIERING**

- A. Operate cash register to meet established guidelines for accuracy and speed.
- B. Perform credit card, gift card, EBT/SNAP and IOU transactions accurately, according to established procedures, and with appropriate documentation.
- C. Ensure that returns and refunds, voids and cash payouts are completed by the appropriate staff according to established procedures.
- D. Be able to explain member/ownership in the Co-op clearly and accurately. Sign up new member/owners quickly and accurately.
- E. Print cash register reports as required, following established recordkeeping systems.

**III. FRONT END DEPARTMENT MAINTENANCE**

- A. Follow work/task lists applicable to each shift.
- B. Keep cash register area and counters clean and free of clutter.
- C. Keep bags in full supply for customers.
- D. Keep carts and baskets clean and put away as they accumulate.
- E. Keep entryway and seating area clean and free of clutter.

**IV. STOCKING**

- A. Ensure that end caps, shelves, bulk bins, liquid bulk containers, coolers and freezers are properly stocked, product rotated, and faced according to department standards and priorities set by Grocery Manager.
- B. Be familiar with backstock storage systems and procedures, and with products in backstock.
- C. Prepack bulk items as directed.

**V. DEPARTMENT MAINTENANCE**

- A. Assist in maintaining receiving, storage and display areas in clean, orderly and efficient conditions.
- B. Break down boxes for recycling regularly. Take out recycling and trash as needed.

- C. Follow system to check sell-by dates on a daily basis. Handle products close to sell-by dates according to procedure or instructions. Write off expired product and store or dispose of properly.
- D. Be alert to condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- E. Participate in regular and thorough cleaning of all work and display areas.

#### **VI. RECEIVING**

- A. Be familiar with delivery schedules and ensure that receiving area is prepared for incoming deliveries.
- B. In the absence of the Receiving Coordinator, receive deliveries and ensure that products are properly stocked and/or stored, and paperwork is properly distributed.
- C. Note damaged, mispicked, short-dated and missing items according to established procedure.
- D. Maintain good working relationships with vendor and delivery personnel.

#### **VII. MISCELLANEOUS**

- A. Answer phone promptly, transfer calls and page according to established procedures.
- B. Record customer comments in the "comment book".
- C. Report and record pricing errors, PLU errors, unpriced items and returned items. Store returned items according to established procedure.
- D. Stock/maintain produce department as needed or requested.
- E. In the absence of deli staff, put out soups in the morning and/or pull soups in the evening as requested.

#### **VIII. OTHER**

- A. Attend department meetings, storewide meetings, and training as scheduled.
- B. Assist with quarterly inventory counts, as scheduled.
- C. Perform other tasks assigned by Front End Manager, or as directed by senior staff.

#### **DESIRED SKILLS AND EXPERIENCE**

- Experience serving the public
- Good communication skills
- Excellent customer service skills
- Demonstrated attention to detail and good organizational skills
- Demonstrated capacity for teamwork
- Ability to prioritize tasks and handle multiple demands
- Willingness and ability to grow to meet the changing requirements of the job

#### **ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to process information through computer system and POS system.
- Ability to read, count and write to accurately complete all documentation.
- Ability to freely access all areas of the store including sales floor, back room and office areas.
- Ability to move or handle merchandise throughout the store including in coolers and freezers.
- Ability to frequently lift 50 pounds
- Ability to frequently bend, stoop, reach and crouch
- Ability to work in a cold environment (coolers and freezers)
- Ability to stand for prolonged periods of time