



Storekeeper/Cashier

JOB DESCRIPTION

Purpose: To provide excellent customer service, ensuring that every customer has a delightful experience at City Center Market. 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
Pay Level I, hourly

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 in primarily four ways:

1. Actively interacting with customers daily so that each customer feels welcome, looks forward to returning, and has their needs met.
2. Performing the tasks assigned to this position in an exceptional manner.
3. Actively educating yourself about City Center Market's products, natural foods, nutrition, and food preparation in order to best answer our customers' questions.
4. Using your time at work productively and efficiently so as to spend as much time as possible with customers and so that 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, refunds, voids, and cash payouts are completed by the appropriate staff according to established procedures.
- D. Be able to explain Membership/Ownership in the Co-op clearly and accurately. Sign up new Members/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 endcaps, shelves, bulk bins, liquid bulk containers, coolers, and freezers are properly stocked, product is rotated, and faced according to department standards and priorities as set by Department Managers.
- 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 Floor Lead, Person-In-Charge, or Managers, 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 vendors and delivery personnel.

VII. MISCELLANEOUS

- A. Answer phone promptly, transfer calls, and page according to established procedures.
- B. Report and record pricing errors, PLU errors, unpriced items, and returned items. Store returned items according to established procedure.
- C. Stock/maintain fresh departments as needed and requested.
- D. 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 as assigned by Operations 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.