CITY CENTER MARKET
food co-op & deli

Grocery Stocker (Center Store)
JOB DESCRIPTION

Purpose: To provide excellent customer service while maintaining a clean, full, accurate, and attractive center store grocery department. This position is responsible for stocking, rotating, facing, organizing, and maintaining grocery shelves, displays, backstock, and related storage areas so that customers can easily find fresh and well-presented products throughout the store.

Status: Reports to Grocery Manager
Full-Time/Part-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 always well served. This is done primarily in 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, food preparation, and department standards to best answer customers' questions.
4. Using your time at work productively and efficiently so that customer needs are met and business resources are used well.

II. CENTER STORE STOCKING

- **A.** Ensure that grocery shelves, endcaps, promotional displays, bulk areas, coolers, freezers, and related center store areas are properly stocked, rotated, and faced according to department standards and priorities set by managers.
- **B.** Maintain attractive, full, and shoppable displays while following established merchandising, product placement, and shelf organization standards.
- **C.** Pull product from backstock accurately and efficiently, using first-in, first-out rotation and checking dates, quality, and packing conditions before stocking.
- **D.** Stock new deliveries and backstock promptly while minimizing disruption to customers and maintain safe and clear aisles.
- **E.** Identify low-stock, out-of-stock, overstocked, damaged, short-dated, expired, or mis-shelved items and communicate issues to the appropriate manager or lead.
- **F.** Prepack or prepare bulk items as directed, following product handling, labeling, and sanitation procedures.

III. BACKSTOCK & STORAGE

- **A.** Be familiar with backstock storage systems and procedures, and with products kept in backstock.
- **B.** Keep backstock areas clean, organized, labeled, and easy to shop from, grouping like products together and maintaining safe access.
- **C.** Date, rotate, and organize backstock according to established procedures to reduce shrink and prevent expired products from reaching the sales floor.
- **D.** Break down boxes for recycling regularly. Take out recycling and trash as needed.
- **E.** Maintain receiving, storage, and display areas in clean, orderly, and efficient condition.

IV. PRODUCT QUALITY, DATES, AND SHRINK CONTROL

- **A.** Follow established systems to check sell-by, best-by, and expiration dates on a regular basis.
- **B.** Handle products close to sell-by dates according to procedure or manager instructions.
- **C.** Write off expired, damaged, unsellable, or otherwise compromised product and store or dispose of it properly.
- **D.** Monitor product condition, packaging, integrity, spills, leaks, pests, and other quality concerns, reporting issues promptly.
- **E.** Help reduce shrink by rotating product properly, maintaining accurate displays, and carefully handling merchandise.

V. DEPARTMENT MAINTENANCE

- **A.** Follow work/task lists applicable to each shift.
- **B.** Keep sales floor aisles, shelves, displays, bulk areas, and customer shopping areas clean, organized, and free of clutter.
- **C.** Dust, wipe, sweep, mop, and clean up spills or messes as needed.
- **D.** Participate in regular and thorough cleaning of all work, storage, and display areas.
- **E.** Ensure carts, ladders, pallet jacks, U-boats, and other equipment are used safely and returned to their proper location after use.
- **F.** Maintain clear aisles and safe working conditions for customers and staff at all times.

VI. RECEIVING & DELIVERIES

- **A.** Be familiar with delivery schedules and ensure that receiving and stocking areas are prepared for incoming deliveries.
- **B.** Assist with unloading, checking in, stocking, and storing deliveries as directed by Floor Lead, Person-in-Charge, Operations Manager, or Department Managers.
- **C.** Note damaged, mispicked, short-dated, and missing items according to established procedure.
- **D.** Maintain good working relationships with vendors and delivery personnel.
- **E.** Ensure the product received is moved promptly to the correct storage or sales floor location while maintaining food safety and product quality standards.

VII. PRICING, SIGNS, & PRODUCT INFORMATION

- **A.** Report and record pricing errors, PLU errors, unpriced items, incorrect shelf tags, missing signs, and returned items according to established procedures.
- **B.** Help maintain accurate shelf tags, signs, and promotional labels as directed.
- **C.** Communicate customer questions, product requests, recurring out-of-stocks, and merchandising concerns to the appropriate manager or lead.
- **D.** Be able to direct customers to products and provide basic product information when available.

VIII. MISCELLANEOUS

A. Answer the phone promptly, transfer calls, and page according to established procedures as needed.
B. Stock and maintain fresh departments as needed and requested.
C. Assist other departments during busy periods or when directed by senior staff.
D. Support inventory preparation, cycle counts, and quarterly inventory as scheduled.
E. Perform other tasks as assigned by the Operations Manager or as directed by senior staff.

IX. OTHER

A. Attend department meetings, storewide meetings, and training as scheduled.
B. Follow all store policies, safety procedures, food handling expectations, and department standards.
C. Communicate clearly and respectfully with co-workers, managers, vendors, and customers.
D. Demonstrate flexibility and willingness to assist with changing store priorities.

DESIRED SKILLS AND EXPERIENCE

- Experience serving the public.
- Previous grocery, stocking, retail, natural foods, or warehouse experience preferred.
- 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.
- Ability to work independently and remain productive during assigned shifts.
- Basic familiarity with grocery products, natural foods, merchandising, and product rotation preferred.
- Willingness and ability to grow to meet the changing requirements of the job.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer systems, handheld devices, labels, shelf tags, and related store systems as needed.
- Ability to read, count, and write to accurately complete documentation and product checks.
- Ability to freely access all areas of the store including sales floor, backroom, receiving, storage, cooler, freezer, and office areas.
- Ability to move or handle merchandise throughout the store including in coolers and freezers.
- Ability to frequently lift 50 lbs.
- Ability to push, pull, and maneuver carts, pallets, U-boats, and other stocking equipment safely.
- Ability to frequently bend, stoop, reach, twist, climb, squat, and crouch.
- Ability to work in a cold environment, including coolers and freezers.
- Ability to stand and walk for prolonged periods of time.
- Ability to safely use ladders, step stools, box cutters, pallet jacks, and other approved equipment as assigned.