

**TITLE:** Clerk

**DEPARTMENT:** Front End, Center Store, Produce

**STATUS:** Hourly, Non-Exempt, B.U.E.

**PAY LEVEL:** I - III

**REPORTS TO:** Department Manager / Person In Charge (PIC)

**PURPOSE:** To provide the highest level of service possible to Bloomingfoods internal and external customers. To efficiently and effectively perform the daily duties of receiving, stocking, selling, replenishing, cashiering, and otherwise serving customers in a retail environment.

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**DUTIES AND RESPONSIBILITIES:**

**1. CUSTOMER SERVICE**

- a. Provide internal and external customers with excellent service at all times.
- b. Treat people fairly, consistently, and with respect.
- c. Ensure efficient, informative, and friendly service in all areas according to established customer service vision and standards.
- d. Use appropriate and professional language, behavior, appearance, and overall conduct with or in the presence of customers, vendors, and store personnel according to BCS and store policies.
- e. Educate non-member customers about the co-op business model, mission, values, and the advantages of cooperative ownership.

**2. RECEIVING, PROCESSING, AND STOCKING**

- a. Inspect incoming deliveries for damage, expiration dates, and overall quality and report issues to the Department Manager.
- b. Unload, process, and sign for deliveries as necessary.
- c. Stock displays according to established schematics.
- d. Cull short-date, damaged, or low quality items and follow established recording and disposal procedures.
- e. Maintain well-organized displays, ensuring items are properly rotated, faced, and that fixtures are clean.
- f. Maintain clean, sanitary, and well-organized storage areas and work spaces.
- g. Ensure accuracy of price labeling and signage; report discrepancies to POS.
- h. Follow established systems to ensure proper storage, handling and backstock-to-shelf rotation of all items.

**3. FRONT END SERVICES**

- a. Provide a friendly, welcoming and engaging checkout experience for every customer.
- b. Use correct codes to ensure accurate sales receipts and inventory records.
- c. Employ proper scanning and handling technique to ensure efficiency and product integrity with all transactions.
- d. Bag or assist with the bagging of customer orders and offer carry-out assistance as necessary.

**4. LOCATION DUTIES**

- a. Ensure carts and baskets are available to customers in designated areas.
- b. Perform various cleaning and maintenance duties including but not limited to the retail floor, dining areas, office and food prep areas, and facility grounds.
- c. Maintain restroom cleanliness throughout the day and ensure adequate supplies of tissue and towels.
- d. Monitor cooler and freezer temperatures and immediately report deviations from established norms.

- e. Perform opening and closing procedures including set-up and tear-down of displays, cleaning, and security procedures.
- f. Participate in regular store inventories.
- g. Follow co-op policies and procedures as outlined in the Employee Work Rules and other co-op documents.
- h. Take responsibility for the effectiveness of your training and performance.
- i. Perform other duties as assigned by the Department or Store Manager or the Person-In-Charge.

#### **5. COMMUNICATION**

- a. Attend regular staff meetings.
- b. Provide effective communication to ensure productive, knowledgeable work teams.
- c. Maintain open communication links with customers to address inquiries and feedback.
- d. Stay informed of co-op and department news via staff bulletin board, Paycor accounts, and log books.

#### **QUALIFICATIONS:**

- Outstanding customer service skills
- Ability to stand for long periods of time
- Ability to lift up to 50lbs, reach, bend, and climb
- Willingness to work in coolers and freezers
- Willingness to work outside in the elements
- Regular, predictable attendance
- Strong written and verbal communication skills
- Attention to efficiency, detail, and accuracy
- Familiarity with Windows 7 operating system

#### **IMPORTANT DISCLAIMER NOTICE:**

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the 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 a work environment change.