

JOB DESCRIPTION

Benchmark Job #035

Ministry: Attorney General
Branch: Liquor Distribution Branch
Location: Vernon Liquor Store

Working Title:
Level:
Classification:

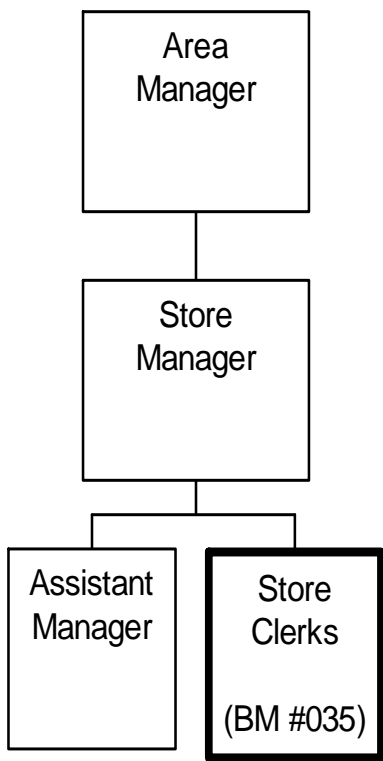
Store Clerk
Range 9
Store Clerk

PRIMARY FUNCTION

To perform cashiering, customer service and warehouse duties in a liquor store.

JOB DUTIES AND TASKS

1. Performs cashiering and customer service duties
 - a. operates cash register including receiving money and debit transactions
 - b. signs for and counts float
 - c. asks minors and intoxicated customers to leave if required
 - d. inventories shelf stock and reconciles against computer information to identify loss of stock due to shoplifting or other causes
 - e. takes orders and processes licence sales and enters data onto computer for ordering
 - f. responds to customer inquiries regarding product
 - g. sets up promotional displays
 - h. receives bottle returns and issues refunds
 - i. stocks shelves with cases and bottles as required
 - j. performs maintenance duties such as dusting, sweeping and cleaning up broken glass
 - k. balances cash to register total
2. Performs warehouse duties
 - a. receives and unloads liquor delivery trucks using electric pallet mover and pallet truck
 - b. unloads pallets and places stock in appropriate warehouse locations
 - c. prepares stock to fill orders for licensee and special occasions orders
 - d. retrieves stock for store shelves
 - e. signs for liquor and beer deliveries
3. Performs other related duties
 - a. accesses computer terminal to provide reports
 - b. may be required to be responsible for the security of the store on a short term basis
 - c. may sell permits



REASON FOR CLASSIFICATION

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the liquor store to cashier, stock shelves, order and store stock and provide product information to customers.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to perform cashier, stock keeping and warehouse duties in a liquor store, respond to customer enquiries regarding product quality and determine sobriety and age of customers.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to exchange information needing an explanation of store policy to deal with intoxicated or unruly customers.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to operate cash registers with some requirement for speed to process client line-ups while bagging product and making change.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in carrying out several functions to perform cashiering, stocking and warehousing duties in a liquor store and respond to customer inquiries.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to collect cash and balance cash to register total.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate electric pallet mover to move and store product.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Little or no responsibility for human resources.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to prevent accident or injury to others by refusing service to intoxicated individuals.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Close attention to detail to regularly visually and by touch collect money and issue change.	B	6
11	PHYSICAL EFFORT Heavy physical effort to frequently lift moderate weight boxes of liquor products.	E	24
12	SURROUNDINGS Exposure to work site open to the public almost always.	B	4
13	HAZARDS Moderate exposure to hazards from frequently lifting moderate weight boxes of liquor products.	C	6

Total Points: 285

Level: Range 9