



job description: **GROCERY & WELLNESS CLERK**

purpose: To stock, receive, and promote present products in full, clean, & organized displays and support department objectives for sales, margin, inventory turns, labor, and customer service.

status: Reports to Grocery Department Manager (or Assistant GDM) | Full Time: 32+ hours a week or Part Time: hours vary

responsibilities:

1) RECEIVING & INVENTORY

- a) Check deliveries for damage, quality, and accuracy, notify Department Manager of discrepancies.
- b) Handle returns and obtain credit from suppliers for products, as directed by Department Manager
- c) Help with unloading as needed; Stock as appropriate onto sales floor; Rotate deliveries into storage following FIFO.
- d) Ensure accurate, up-to-date prices of grocery and wellness products in POS system and on shelf tags and signs.

2) MERCHANDISING

- a) Maintain end-caps and other in-store displays, according to established standards for appearance, variety and ease of shopping and stocking.
- b) Ensure shelves/bins/coolers are fully stocked and rotated for freshness in accordance with stocking priorities set forth by Grocery Manager and Department Buyers.
- c) Offer tastes, samples, suggestions for purchase and ways to prepare products.
- d) Maintain accurate, up-to-date uniform department signs.

3) CUSTOMER SERVICE

- a) Assist customers with grocery and wellness questions in prompt friendly courteous manner.
- b) Help customers place & pick up special orders.
- c) Report grocery and wellness department customer suggestions, comments, & complaints to the Department Manager.

4) DEPARTMENT MAINTENANCE

- a) Maintain grocery department shelves, displays, aisles and storage areas in clean, orderly condition, meeting health department and ADA standards.
- b) Mark down items as needed to reduce losses, in accordance with department protocols.
- c) Fulfill department protocol for items to be returned to suppliers. See that unsellable items are properly stored or disposed of. Keep accurate shrinkage records.
- d) Remove trash promptly, sweep and mop retail area floors frequently.
- e) Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. Notify Grocery Manager of equipment problems or needs.
- f) Participate inventory counts for designated product departments as scheduled.

5) OTHER RESPONSIBILITIES

- a) Attend department and storewide meetings.
- b) Perform other tasks assigned by Shift Leader, Grocery Department Manager or General Manager.
- c) Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- d) Answer & route phone calls, take and route messages as needed.

QUALIFICATIONS

- Experience in grocery retail, stocking/receiving.
- Familiarity with natural foods.
- Ability to project friendly, outgoing personality.
- Experience serving the public
- Organized, consistently follows through on commitments.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear communication, good listener.
- Ability to lift 50+ pounds
- Ability to stand for long periods.
- Ability to work in cold conditions.
- Willingness to work one or more weekend days.
- Willingness to work nights.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

DESIRED:

- Knowledge of current trends in natural foods industry.
- Familiarity with vitamins, supplements, and other wellness products
- Knowledge of organic and commercial growing practices, and organic certification regulations.