

JOB DESCRIPTION RETAIL SALES CLERK

REPORTS TO: Owner or Assistant Manager

SUPERVISES: None

STATUS: Non-Exempt

EFFECTIVE/REVISION DATE: August 2020

GENERAL POSITION SUMMARY:

Our Retail Sales Clerk contributes to the success of Willamette Valley Kitchen Co. by providing exceptional customer service and product knowledge; accurately completing cash register transactions; receiving and displaying new merchandise; and assisting in our cooking school.

ESSENTIAL FUNCTIONS:

1. Provide exceptional customer service in the store by greeting and acknowledging customers, answering questions, directing people to the appropriate product or area of the store, and providing general product information.
2. Maintain an awareness of merchandise promotions and sales.
3. Answer and operate two-line telephone; respond to simple requests immediately or take a message/transfer to the proper person for specific information or assistance. Communicate customer requests and suggestions to owner or assistant manager.
4. Operate the cash register and credit card machine; accurately apply discounts and total bills, accept various payment methods, and make correct change for customers.
5. Wrap or bag merchandise carefully; gift-wrap as requested.
6. Re-stock store shelves. Complete accurate inventory counts as requested.
7. Receive and label new merchandise and stock store shelves or place in backroom.
8. Learn about and familiarize yourself with new merchandise items you receive; assist co-workers in learning about new items that you have received on their day off.
9. Assist in merchandising and displays; help arrange items in an attractive manner to encourage purchases.
10. Assist in cooking school as requested, including washing produce, preparing ingredients, measuring ingredients, making coffee, and setting the table.
11. Light cleaning such as vacuuming/sweeping, dusting shelves, washing dishes, cleaning up in the kitchen during or after cooking classes.
12. Maintain excellent work relationships by respecting and cooperating with co-workers.
13. Maintain store operations by staying informed of and following policies and procedures; report needed changes to supervisor.
14. Assist other employees with projects on a per need basis, to be assigned by supervisor.

WORKING CONDITIONS:

Work areas are indoors, in a climate-controlled environment with light background noise. Position involves occasional exposure to potentially hazardous conditions, including ladders, sharp knives, open flame and hot ovens. Position requires extended hours during holidays.

MATERIAL AND EQUIPMENT USED:

Computer Cash Register Telephone
General Office Supplies General Kitchen Equipment

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sitting/Standing/Walking: Approximately 90% of time is spent standing or moving around work areas while working. Balance of time (approximately 10%) is spent sitting.

Speaking/Hearing: Clear diction and excellent hearing are necessary for effective communication with customers and co-workers, by telephone and in person.

Vision: Corrected vision close to 20/20 is necessary to effectively use computer screens, view the cash register, read and interpret price tags, recipes and other written information.

Lifting/Carrying/Pushing/Pulling: The ability to lift and carry up to thirty pounds is necessary for receiving and moving store merchandise.

Stooping/Kneeling: The ability to stoop and kneel is necessary for receiving and shelving merchandise.

Reaching/Handling: Good manual dexterity is necessary for computer keyboard use, kitchen work, and for working with various store equipment and supplies. Use of a medium-sized ladder is required for storing and retrieving merchandise from higher shelves and backroom storage.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part-time position. Days and hours vary by schedule. Employee is required to be able to work any time the store is open, including weekends. Extended hours required during winter holiday season.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Excellent oral communication skills. Ability to communicate effectively and project a friendly image when giving and taking information in person and over the phone.
2. Ability to effectively establish rapport, present information, and respond to questions from customers and co-workers. Skill and ability to meet people and listen and respond to their needs.
3. Ability to prioritize tasks; good time management, problem-prevention, and problem-solving skills.
4. Basic typing/keyboarding skills; basic computer skills, including the use of basic software applications.
5. Strong organizational skills; ability to understand and follow a set of instructions.
6. Ability to remain flexible in order to adapt to changes in the work environment.
7. Ability to work accurately with close attention to detail.
8. Ability to work with customers and co-workers professionally and tactfully.
9. Possessing a work ethic that includes punctuality, thoroughness and self-responsibility.
10. Exhibiting an appropriately professional appearance and demeanor.

QUALIFICATIONS:

1. Minimum of a High School Diploma or equivalent.
2. Understanding of basic mathematics in order to calculate figures.
3. Successful completion of high school level English grammar in order to communicate effectively (verbally and in writing) with customers and co-workers.
4. Minimum one year experience in customer service or the equivalent combination of training and experience.
5. Interest and/or experience in food and cooking a big plus!

I have received and reviewed a copy of the Retail Sales Clerk 1 job description:

Employee: _____ Date: _____

Supervisor: _____ Date: _____