

# **JOB DESCRIPTION RETAIL SALES CLERK 1**

**REPORTS TO:** Owner or Assistant Manager

**SUPERVISES:** None

**STATUS:** Non-Exempt

**EFFECTIVE/REVISION DATE:** September 2018

## **GENERAL POSITION SUMMARY:**

Our Retail Sales Clerk 1 contributes to the success of Willamette Valley Kitchen Co. by providing exceptional customer service; displaying basic 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 supervisor.
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 knife blades, open flame and hot ovens. Position requires slightly extended hours during holidays.

