

# JUST LOCAL FOOD COOPERATIVE STOREKEEPER JOB DESCRIPTION

**Purpose:** To provide prompt, welcoming, and knowledgeable customer service; to keep displays, coolers, shelves fully faced and stocked; to keep the store clean; and to support store and department objectives.

**Status:** Hours determined by budget, in keeping with agreements upon hire or most recent performance review. Reports to Board, via Management Team, via Operations Manager.

## **Responsibilities:**

- 1) Customer Service and Internal Service
  - a) Provide excellent customer service to our shoppers, making the customer's needs your priority whenever on the sales floor or answering the phone.
  - b) Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op membership.
  - c) Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
  - d) Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- 2) General
  - a) Arrive on time to all scheduled shifts
  - b) Review Front End Communication Notebook each shift.
  - c) Fulfill the responsibilities of the scheduled shift. This is written on the opening, mid-day and closing shift duties sheet.
  - d) Provide excellent customer service at all times.
  - e) Consult Store Keeper To-Do List to maintain productivity and cooperate with co-workers to ensure department maintenance as needed.
- 3) Cashiering
  - a) Greet customers in a welcoming way.
  - b) Check out customer purchases quickly and accurately, using correct prices and departments.
  - c) Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call for other staff help if available.
  - d) Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate department.
  - e) Open and close out registers following established procedures.
  - f) Explain consumer ownership stock program to interested parties. Receive a-stock forms and equity payments.
  - g) Explain preferred stock program to interested parties. Receive c-stock forms and equity payments.
  - h) Issue credits to customers for returned items following co-op policy.
  - i) Communicate shrinkage & spoilage promptly and accurately to Department Buyers.
  - j) Call for support when needed, especially when handling potential

shoplifters, disorderly customers or other emergencies.

- k) Place, retrieve, and ring up special orders accurately according to co-op policies.

4) Receiving

- a) Notify buyer of deliveries.
- b) Help with unloading as needed.
- c) Sign for deliveries with appropriate adjustments noted on invoice and route invoice to Front End Invoice Box.

5) Store Maintenance

- a) Keep front end clean and organized.
- b) Stock and face items according to shift priorities.
- c) Appropriate to the scheduled shift; keep shelves, coolers, and bins in clean, orderly condition. Dust and clean shelves and product when stocking.
- d) Remove trash promptly, sweep and mop floor.
- e) Use store equipment kindly, and return them to where they live.
- f) Monitor cooler and freezer temperatures. Follow the protocols established by the Operations Manager.
- g) Open and close the store competently, safely, and on-time.

6) Other Duties

- a) Answer and route phone calls, take and route messages as needed.
- b) Sample product per department protocol.
- c) Help your co-workers whenever possible.

**QUALIFICATIONS:**

- Experience serving the public.
- Ability to consistently project an outgoing, friendly personality.
- Ability to handle multiple demands.
- Calmness under pressure.
- Good communications skills—clear instructions, attentive listening
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Regular, predictable attendance.
- Willingness and ability to learn to meet the changing requirements of the job.
- Willingness to work nights and weekends.
- Ability to lift 50 lbs. on an ongoing basis.