



Store Assistant Job Description

Ends Statement – MNFC member owners, customers, and the community benefit from healthy foods, a vibrant local economy, environmentally sustainable and energy-efficient practices, cooperative democratic ownership, and learning about these values.

Purpose – To provide excellent customer service to customers and co-workers. Work cooperatively within and across departments. Assist the Front End and other departments to support the changing priorities and multiple demands.

- ✚ Reports to Front End Manager, works closely with Manager on Duty
- ✚ Part time or Full time
- ✚ Pay Level II

A. Primary Duties

Cross-trained to assist in Front End, Grocery, Produce, Bulk Foods, and Dairy departments. Willingness to attend to the most pressing concerns of the store, reprioritizing as needed. Demonstrate strong initiative, flexibility, creativity and communication skills to ensure success in this highly varied and unique position. Duties include cashiering, bagging, carry out, stocking, facing, receiving, cleaning, gathering carts, shoveling snow, packaging, and being the first to respond to spills and other safety needs when possible.

Cashiering: check out customer purchases in a friendly, accurate, and timely manner. Provide all register services according to approved policy. Provide accurate accounting to the bookkeeping department. Balance cash drawer within the guidelines of acceptability. Practice excellent cash handling. Follows regulations regarding Vermont State laws including the collection of sales tax, meals tax, and regulations for the sale of alcoholic beverages.

Customer Service: demonstrate a willingness to provide outstanding customer service in all areas of the job with a continual customer orientation as outlined in the Customer Service Manual and Front End Manual.

Work Area: Maintain a clean, orderly and safe work area.

Front End and whole store guidelines: Uphold department standard operating procedures and follow established procedures including work safe practices by applying ergonomic guidelines.

Other duties as assigned to meet the needs of the department and/or the overall operation of Middlebury Natural Foods Co-op.

B. Primary Skills

Customer Service Orientation: Put the interests of the customers first, and demonstrate it in work activities. Ensure prompt, friendly, and courteous customer service. Follow through on all customer questions and

requests. Anticipate customer needs and meet them. Continually learning to improve knowledge of products we carry, correctly identifying items, being familiar with our buying criteria, etc. Seek manager assistance when needed.

Problem solving: Talk directly to people involved. Make sound decisions that benefit the customer, other workers and the business in all situations including rush periods and unusual situations. Take initiative to identify and resolve problems.

Teamwork: Work cooperatively with other staff, both within department and other departments to achieve best possible results. Be flexible and willing to assist others and give extra effort to meet department and Co-op needs. Contribute to an environment of harmony in the workplace. Be positive and professional in all interactions. Attend department meetings, All Staff meetings and education workshops.

Reliability/Dependability: Arrive at work on time and able to work each day. Perform duties as assigned and seek help when appropriate. Work effectively in a variety of environments. Be dependable in the absence of immediate management. Take on extra responsibilities when needed. Prioritize throughout the day.

Attention to Detail: Complete all aspects of task, even when pressured by time or conflicting demands. Follow or suggest procedures to insure consistent results.

Communication: Present written and verbal information so that it is clear and easily understood. Exhibit good listening skills. Stay informed by reading department updates and Staff Newsletter.

Co-op Policies: Follow all established safety procedures including food safety and sanitation procedures. Follow work safe practices by applying ergonomic guidelines. Follow personnel policies

C. Experience Required

Prefer 1 year previous experience cashiering or in retail customer service.

D. Physical Skills Required

- ❖ Office environment- computer skills, use of office equipment (copier, laminator, etc.)
- ❖ Indoor work in store
- ❖ Ability to work in cold environments including walk-in coolers and freezers
- ❖ Periodic work outdoors
- ❖ Ability to lift up to 50 lbs. frequently and repeatedly
- ❖ Bending twisting and reaching
- ❖ Standing and walking: ability to stand for up to 8 hours a day, several days a week
- ❖ Climbing stairs
- ❖ Pushing and pulling: pushing carts up to 300 lbs.
- ❖ Typing, writing, and similar activities
- ❖ Fine motor skills for cutting, mixing, stacking, food prep, and similar activities
- ❖ Repetitive use of hands
- ❖ Operation of equipment and/or machinery
- ❖ Able to work with and safely handle all products in our store; flour, peanuts, etc.

It is understood that no job description can fully include all responsibilities of the job. In an ever changing, growing and evolving Co-op the General Manager or designate can and will add or change responsibilities as needed. If a permanent change, job descriptions will be modified in a reasonable time.

Name

Signature

Date

Updated August 2017