Scan Coordinator
Job Description

Department: Information Technology/IT   **Pay Range:**   3
Report to: IT Manager   **Status:**   non-exempt

Job Summary: Ensure continuous accuracy of all Point of Sale data and compliance of store signage with Point of Sale data in compliance with established WFC practices and policies

Train and support WFC employees in efficient operation of IT equipment and systems including, but not limited to, recommending improvements in technology to achieve sales, ownership, education and customer service goals

Provide reports, conduct price audits and/or implement new systems for management

Essential Duties and Responsibilities:

Storewide
1. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

Customer Service
1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
   a. Resolve customer concerns.
   b. Anticipate customer needs.
   c. Promptly respond to requests for service and assistance.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive workplace that contributes to achieving progress on WFC's ENDS.

Job Specific
1. Ensure Point of Sale data is accurate and up to date including, but not limited to, regular and sale pricing, cost, department assignment, margin goal and vendor information.
2. Prepare and deliver sale signs, shelf tags and/or price change notices to designated staff in a timely manner in accordance with WFC policies and practices.
3. Assist WFC employees in use of designated IT systems; prioritize and troubleshoot IT problems in a timely manner; document and report IT issues that cannot be resolved.
4. As directed, provide reports, conduct price audits and/or implement new systems for management.
5. Provide feedback on IT systems including, but not limited to, identifying problems and suggesting potential improvements.

6. Ensure cleanliness and maintenance of IT equipment and IT department areas in compliance with established practices; document and report any equipment maintenance or safety concerns.
7. Perform other tasks assigned by Department Manager.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills, Abilities
- Applicable degree/certificate
- Minimum 2 years experience in software development including databases and websites
- Minimum 2 years experience administering Windows, Macintosh and Linux computers including networking

Essential Knowledge, Skills, Abilities
- High school diploma or GED
- Experience, including non-professional, in software development including databases and websites
- Experience, including non-professional, in administering Windows, Macintosh and Linux computers including networking
- Computer proficiency, e.g., keyboard experience, email, Word, EXCEL, hardware basics, database management
- Ability to research solutions for unfamiliar problems and confidence to troubleshoot via trial and error
- Analytical ability and proficiency in math
- Ability to follow through on systems and procedures
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Personal integrity to handle confidential information
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to prioritize tasks
- Current driver's license and a clean driving record
- Regular, predictable attendance
- Effective communication skills in English
- Available to work evenings, weekends, holidays

Work Environment:
1. Occasional Exposure
   a. Food odors, grain and spice dust, food allergens (proximity to preparation of seafood)
   b. Outdoor weather conditions (maintaining IT equipment outside at WFC-sponsored events)
2. Constant Exposure
   a. Background music and in-store pages
   b. Proximity to vibrations/hum of bank of servers, computers and other electronic devices
   c. Work environment temperature controlled to needs of IT equipment (air conditioning)
   d. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator

Essential Physical Requirements

1. Ability to occasionally lift and move up to 40 lbs. throughout shift
2. Ability to stand, walk, squat, bend, sit, balance and rotate body
3. Ability to complete repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to eight hours per day
4. Manual dexterity to handle writing instruments, keyboards, computer mouse, scissors, stapler, copier and IT Department equipment

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.