



Clerk/Front End Job Description

Department: Front End/FE
Report to: Front End Manager

Pay Range: One
Status: Hourly/Non-Exempt

Job Summary: Accurately and efficiently process customer transactions with POS proficiency. Achieve and exceed daily operational goals related to sales and service. Provide prompt, friendly and courteous service while assisting internal and external customers.

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. Anticipate customer needs.
 - b. Promptly respond to requests for service and assistance.
 - c. Ability to deal with difficult or emotional customer situations.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

Job Specific

1. Complete customer transactions relating to sales, services, and/or WFC ownership quickly, accurately and in compliance with established practices.
2. Accurately count in and count out cash drawer and make cash drops at designated times.

3. Achieve and exceed daily department operational goals related to sales and customer service.
4. Ensure cleanliness of department areas and equipment and communicate and document any equipment maintenance and/or safety concerns to department management.
5. Perform other tasks as assigned by department management.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Experience in retail, grocery, natural foods and/or cooperative business
- Experience with operation of Point of Sale/POS equipment

Essential Knowledge, Skills and Abilities

- High school diploma or GED
- Computer proficiency, e.g., keyboard experience, email
- 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
- Willingness to be open, to learn and to take on new responsibilities
- Ability to be flexible and to adapt to changing conditions quickly
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to effectively convey information
- Regular, predictable attendance
- Effective communication skills in English
- Available to work evenings, weekends, holidays

Work Environment:

1. Occasional Exposure
 - a. Outdoor weather conditions (assist with carry-outs, cart retrievals, snow removal)
2. Frequent Exposure
 - a. Handling wet, hot, cold, and/or frozen products
 - b. Change in room temperature due to proximity of entrance/ exit doors.
 - c. Using store cleaning supplies
 - d. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
3. Constant Exposure
 - a. Background music and in-store pages
 - b. Food odors, grain and spice dust, food allergens

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 stand for long periods of time and/or to sit on an elevated stool
4. Ability to frequently move objects up to 10 lbs. through cashier station

5. Manual dexterity to handle scanning and bagging groceries
6. Use of hands and feet to operate machinery such as POS system, cardboard baler, conveyor belt, and hand trucks

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.