



## Clerk/Grocery Job Description

---

|                    |                                  |                   |                   |
|--------------------|----------------------------------|-------------------|-------------------|
| <b>Department:</b> | Grocery                          | <b>Pay Range:</b> | One               |
| <b>Report to:</b>  | Designated department management | <b>Status:</b>    | Hourly/Non-Exempt |

### Job Summary:

- Store, rotate, stock, prepare and display designated products in accordance with shift criteria and established practices
- Maintain faced, fully stocked and appropriately signed/tagged shelves and displays throughout shift
- Ensure storage and back stock areas are properly organized during each shift

in compliance with established practices and policies of WFC, National Organic Program (NOP) and applicable insurance and regulatory agencies

### 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. Stock and rotate products on shelves and displays efficiently and correctly following established merchandising procedures including, but not limited to, maintaining appropriate signs/price tags on shelves and displays.
2. Front, face and display products to ensure full and attractive displays throughout each shift.
3. Ensure storage and back stock areas are properly organized throughout each shift.
4. Clean 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**

- High school diploma or GED
- Experience in retail, grocery, natural foods and/or cooperative management
- 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 (carry-outs, tasks in loading dock area)
2. Frequent Exposure
  - a. Wet and/or humid conditions (walk-in/reach-in coolers)
  - b. Change in room temperatures due to proximity of entrance/exit doors
  - c. Carts/pallets of product 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 frequently lift and move up to 60 lbs. throughout shift.
2. Ability to stand, walk, squat, bend, balance and rotate body.
3. Ability to complete repetitive tasks such as moving objects in stocking and bulk preparation tasks.

4. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks.
5. Frequently ascend and descend stairs, ladders and step stools.
6. Ability to safely use sharp cutting instruments.

**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.