

Job Specific

1. Support all aspects of FE operations including, but not limited to, providing supervision, training, coaching and support to designated employees on checkout practices, customer service and/or ownership transactions, till security and POS troubleshooting; communicate and document unresolved issues and/or concerns to department management.
2. Provide prompt, friendly and courteous service while assisting customers in the store and on the phone or the Internet in compliance with established practices.
3. Ensure store safety and security including, but not limited to, at public events and/or special projects on WFC premises; following protocol for shoplifters and/or disorderly customers; coping with weather extremes, medical emergencies, accidents, injuries and illnesses; and documenting all instances in accordance with established procedures.
4. Ensure compliance with store opening and closing procedures.
5. Assist as feasible with stocking and merchandising products and promptly communicate sign and/or pricing errors to appropriate management.
6. Observe and coach all WFC employees with regards to compliance with employment, safety and store policies and communicate issues to appropriate management.
7. Participate in and ensure completion of department cleanliness and sanitation projects and communicate and document any equipment maintenance and/or safety concerns to Department Manager.
8. Perform other tasks as assigned by Department Manager.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Experience supervising including, but not limited to, training, coaching and evaluating
- Applicable degree/certification
- Experience in retail, grocery, natural foods and/or cooperative management
- 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
- Personal integrity to handle confidential information in a professional and responsible manner
- 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

- Ability to prioritize tasks
- 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 walk and stand for long periods of time
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.