

1. Ensure accurate and secure completion of customer transactions relating to sales, services and/or ownership in accordance with department criteria and in compliance with the policies and practices of WFC.
2. Ensure accurate and secure cash handling by FE staff including, but not limited to, buying and selling change. Supporting FE requests for POS trouble-shooting.
3. Ensure compliance with the policies and practices of WFC related to store safety and security including, but not limited to, opening and closing procedures, physical plant maintenance and following protocol for shoplifters and/or disorderly customers.
4. As requested, hire, train, supervise, schedule and evaluate department employees in compliance with established policies, practices and budget restrictions to achieve department goals.
5. Participate in and ensure completion of department cleanliness and sanitation projects including, but not limited to, garbage, recycling and compost, department shelving, POS equipment, storage areas, cash room, customer dining area, break room, office area, and display areas, in compliance with established practices and communicate and document any equipment maintenance and incorporate any equipment needs into budget requests or allocations.
6. Perform other tasks assigned by the Department Manager including, but not limited to, filling-in for other department staff.

Knowledge, Skills, Abilities

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 oral and written communication skills
- Available to work evenings, weekends, holidays

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

Work Environment

- I. Occasional Exposure

- a. Outdoor weather conditions (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 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. Ability 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.