



Lead Clerk/Counter Job Description

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| Department: | Deli | Pay Range: | Two |
| Report to: | Deli Management | Status: | Non-exempt |

Job Summary:

- Receive, process returns, price, process special orders and merchandise designated products
- Direct, train, support and prioritize duties for designated staff
- Fill-in for designated staff as requested in compliance with established practices and policies of WFC, National Organic Program (NOP) and applicable insurance and regulatory agencies and to ensure the department is stocked and merchandised to meet department goals for sales, safety, customer service and sanitation

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 department that contributes to achieving progress on WFC's ENDS.

Job Specific

1. As directed, order product, receive, process returns, price, process special orders and merchandise designated products through approved suppliers and in compliance with department's Organic Standards Handling Plan and established practices.
2. Maintain accurate, up-to-date pricing and product information for designated products in Point of Sale (POS) system, sign-making systems, printed pricing information in staff areas and on shelf signage; as directed, coordinate pricing with IT Department.
3. Unload, separate, verify counts, accept deliveries, apply for credits and coordinate return of damaged/miss-picked products in compliance with department's Organic Standards Handling Plan and established practices.
4. Direct, support and, as needed, fill-in for designated employees; prioritize duties for designated employees.
5. Provide training and support for designated employees to ensure performance achieves department standards; observe attendance, customer service, safety and job performance; communicate and document unresolved issues and/or concerns to department management.
6. Clean shelving, department equipment, storage areas, receiving areas, and display areas in compliance with established practices and communicate and document any equipment maintenance or safety concerns to Department Manager.
7. Perform other tasks assigned by department management including, but not limited to, participating in inventories and resets.

Knowledge, Skills, Abilities

- High school diploma or GED
- Experience in retail, grocery, foodservice, natural foods and/or cooperative management
- Computer proficiency, e.g., keyboard experience, email, EXCEL
- 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 as applicable
- 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
- 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
 - b. Outdoor weather conditions (e.g., carry-outs, tasks in loading dock area, outdoor events)
2. Frequent Exposure
 - a. Repeated contact with foodservice equipment: grills, knives, etc.

- b. Cold and compact environments such as enclosed walk-in coolers
 - c. Change in room temperatures due to proximity of entrance/exit doors
 - 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

Essential Physical Requirements

- 1. Ability to occasionally lift and move up to 60 lbs. throughout shift
- 2. Ability to stand for long periods of time at a standing
- 3. Ability to walk, squat, bend, sit, balance and rotate body
- 4. Ability to complete frequent to constant repetitive lifting and moving objects up to 25 lbs in stocking products on shelves, and preparation tasks
- 5. Manual dexterity to handle sharp instruments
- 6. Use of hands and feet to operate machinery such as pallet jacks
- 7. Frequently ascend and descend stairs, ladders and step stools

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.