

GROCERY CLERK

JOB POSTING

TITLE: Grocery Clerk
HOURS/WEEK: 20-30 hours per week
PAY: Hourly \$17.27/hour

Position Summary:

Village Market is a community-designed and operated healthy corner grocery store in the heart of New Columbia in North Portland. As part of the Village Gardens program, Village Market builds community, promotes health, and offers fresh, healthy, and culturally relevant groceries.

<http://www.villagegardens.org/village-market>.

The Grocery Store Clerk is responsible for a full range of activities within the Village Market store, including: providing outstanding customer service; checking out customers at the register quickly and accurately; stocking shelves and rotating inventory; tagging items and making signs; keeping the store clean and orderly; and maintaining a safe and positive environment in the market.

Essential Functions:

1 Customer Service

- Greet customers in a welcoming way
- Help customers feel valued and welcomed
- Offer assistance to customers, as needed
- Answer customer questions and refer unresolved questions or problems to Shift Lead.
- Skillfully handle customer returns and complaints according to program policies and procedures
- Assist with carry outs, as needed

2 Cashiering

- Operate cash register and electronic scanner to itemize and total customers' purchases.
- Check out customer purchases quickly and accurately, informing customer of total price of purchase and providing receipt for payment received.
- Collect payment from customer for purchases and makes change for cash purchases and/or redeem SNAP, WIC, promotional coupons, etc.
- Open and close register, including counting money in cash drawer at beginning and end of each work shift. May record daily transaction amounts from cash register to balance cash drawer.
- Maintain knowledge of sale items and/or store promotions.
- Bag or wraps purchases for customer.
- Weigh items, such as produce, meat and poultry, to determine price

3 Stocking

- Stock shelves and rotate inventory frequently
- Be aware of shortages of inventory and replace items as needed
- Tag items and make sale signs as needed

- Set up displays and stocks shelves, coolers, counter, bins, tables, freezers, containers, or trays with new merchandise.
- May occasionally clean or trim meats, including scaling fish.

4 **Store Maintenance**

- Assist in opening and closing the store on occasion
- Ensure that the store is kept clean and in an orderly condition, both inside and outside; this includes cleaning shelves, bins, tables, equipment and coolers.
- Sweep and mop floors
- Maintain a safe and positive environment in the store

5 **Other tasks as assigned by shift supervisor.**

Required Skills:

- Values working in a multicultural/diverse environment.
- Excellent customer service skills, including display of friendliness, helpfulness and patience while assisting customers.
- Able to communicate effectively and to read and understand English.
- Ability to follow directions.
- Willing to continuously learn and willing to ask for support and help.
- Basic math skills, including the ability to identify/count money and make correct change.
- Ability to stand for long periods of time. Ability to lift up to 30 pounds on a regular basis.

Preferences:

- Knowledge of or experience with fresh, healthy food.
- Be able to work effectively as part of a team, helping out co-workers when needed
- Open to feedback and supervision.
- Able to work well with a diverse group of individuals.