



Grocery Stocker

Purpose: To collaborate with the Grocery team on accurate stocking and merchandising. To meet the goals and objectives of the Co-op as a whole.

Status: Reports to Grocery Manager and General Manager

ESSENTIAL FUNCTIONS:

- Exceptional customer service
- Consistently working any/all backstock
- Stock and rotate products properly
- Attention to detail when stocking (product shelf tags, location of products, sale signage)
- Proper date checking
- Work date sheets; address shrink, record or share with the front end to record properly
- Communicate any stock levels (good or bad) to Grocery Manager or Buyer
- Have a solid knowledge of product locations in the Co-op
- Desire to learn about products the Co-op carries
- Answer phone as needed and refer calls to appropriate staff.
- Attend grocery and other staff meetings assigned by Grocery Manager.

PERFORMANCE CRITERIA:

- Provide exceptional customer service to shoppers and support FE when busy; respond to customer requests in a timely manner
- Maintain shrink log and move products to food shelf donation area or dispose of promptly
- Strong attention to detail
- Strong communication skills (with both staff & customers)
- Ensure that entire department is clean and in compliance with store standards (backstock properly stored, supplies kept organized, floors clean and swept, cardboard properly disposed of)
- Participate in periodic inventory
- Participate in periodic staff meetings
- Perform other tasks as assigned by Grocery Manager and General Manager

QUALIFICATIONS:

Required:

- Cash handling experience
- Customer Service experience
- Ability to lift approximately 20-50lbs
- Ability to interact with a diverse group of customers

Desired:

- Familiarity with natural foods
- Familiarity with Co-op's
- Stocking experience

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with coworkers and customers.
- Ability to read, count and write to learn about product and policy, and accurately complete all documentation.
- Ability to do math computations to assist customers and cashiers, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to lift up to approximately 50 pounds occasionally and 20 lbs frequently. Ability to perform the following movements – used in cashiering and bagging groceries – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days, including evening and weekend shifts

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 to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.