



## Grocery Clerk

Exempt       Non-Exempt

Department: Grocery

Compensation Grade: Level 1A

### **Job Summary:**

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority. Accurately stock and rotate merchandise on the shelves and back stock. Maintain a clean and organized department. Demonstrate politeness and courtesy towards customers, co-workers and vendors at all times.

### **Reports to:**

1. Grocery Department Manager
2. Grocery Department Assistant Manager
3. Grocery Department Shift Leader
4. Grocery Department Team Leader

### **Essential Functions:**

#### **General Responsibilities of Stocker**

##### **1. Provide excellent customer service:**

- Greet and offer assistance to customers.
- Learn product locations to find products for customers throughout the store.
- Study and gain knowledge about products in the department.
- Refer customers to the appropriate employee to provide product information.

##### **2. Stock products for the best presentation to our customers:**

- Verify products for quality, count, and condition. Inform the manager of any problems or discrepancies.
- Stock shelves according to UPC, keep labels facing forward and adhere to the policy of FIFO.
- Handle damaged and spoiled products according to company policy.
- Keep all merchandise rotated in accordance with store policy and product code dates. Pull all out of date merchandise off the shelves and alert appropriate buyer.
- Face and front all products in assigned sections in accordance with store policy.

##### **3. Product maintenance:**

- Stack cases safely when creating a case stack. Stack cases of products so they are easily visible.
- Keep the bulk area clean and free from spillage. Clean all empty bulk bins.

- Remove damaged, out-of-date, and spoiled products and place in a designated area according to warehouse policy.
- Put product signs in their proper places.
- Post out-of-stock signs when necessary.
- Maintain clear pathways through the aisles when stocking by working on one side.

**4. Maintain a safe and clean environment:**

- Stack and/or break down boxes while stocking. Frequently move empty boxes to the recycle areas to keep clear pathways.
- Sweep up debris from the aisles and walkways. Mop up spilled liquids or tracked in rain and snow. Use safety cones to alert customers and staff.
- Clean, dust and wipe shelves, cases and products.

**5. Other duties:**

- Perform other tasks as assigned by the Grocery manager, Assistant Manager, or Shift Leader or Team Leader.
- Attend mandatory staff meetings and read all notices and newsletters.
- Watch for and report shoplifting and/or employee theft.

**Expectations:**

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department Manager.
- Professionalism – Dress and manners appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.
- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.
- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior. Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.

- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

### **Responsibility and Authority:**

Equipment: Consistent cleaning, storing and safety checks of carts, ladders and box cutters. Report any malfunction or problem to the department manager.

Financial: None

Supervisory: None

### **Qualifications :**

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and maintain a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **Knowledge and Skills**

#### **Minimum Education:**

- N/A

#### **Minimum Experience:**

- N/A

#### **Language Skills:**

- Ability to speak effectively in English and extend excellent customer service to customers, staff, vendors, and community members.
- Read and interpret documents in English such as procedure manuals and signage.
- Write occasional notes and summaries in English.

#### **Computer Skills:**

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued software programs relating to the position.

#### **Reasoning Ability:**

- Ability to handle multiple demands and pay attention to detail.
- Stay focused and on-task.
- Ability to follow written and verbal instructions.

#### **Desirable Skills:**

- Knowledge of organic foods and/or cooking.
- Basic math or calculator skills.
- Ability to communicate in Spanish.

## **Physical Job Description**

### **Typical Working Conditions:**

Employees will be standing and walking for prolonged periods of time on a concrete floor.

Environment may cause exposure to a cold and damp environment. May require prolonged periods in or around refrigerated areas. Work area may be open to outside temperatures and become heated or cold depending on the season.

### **Equipment Used:**

This position requires the ability to work on ladders, stepladders, pallet jacks (with proper training), 4-wheel stocking carts, and box cutters. Employee may wear protective clothing or gloves as necessary. The ability to use a laptop and/or desk computer for ordering and price checking.

### **Essential Physical Tasks:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to stand and walk for prolonged periods of time. The employee is constantly required to use hands to handle, grasp or feel; reach with hands and arms; and talk, see and hear. The employee must regularly lift and/or move up to 60 pounds, sometimes repetitively. There may be the frequent need to squat or kneel and push or pull weighted cards. There may be the occasional need to climb or to crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Analysis of Physical Demands

ACTIVITY (Hours per day)	NEVER 0 hours	OCCASIONALLY Up to 3 hours	FREQUENTLY 3-6 hours	CONSTANTLY 6-8+ hours
Sitting	X			
Walking				X
Standing				X
Bending (neck)				X
Bending (waist)			X	
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)				X
Twisting (waist)				X
Hand Use: Dominant hand ---Right				X
---Left				X
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)		X		
Fine Manipulation (left hand)		X		
Pushing & Pulling (right hand)				X
Pushing & Pulling (left hand)				X
Reaching (above shoulder level)		X		
Reaching (below shoulder level)			X	
Keyboarding with both hands		X		
<b>LIFTING</b>				
0 - 10 lbs.				X
11 - 25 lbs.			X	
26 - 50 lbs.		X		
51 - 75 lbs.		X		
76 - 100 lbs.	X			
100+ lbs.	X			
<b>CARRYING</b>				
0 - 10 lbs.		X		
11 - 25 lbs.		X		
26 - 50 lbs.		X		
51 - 75 lbs.		X		
76 - 100 lbs.	X			
100+ lbs.	X			
Describe the heaviest item required to carry and the distance to be carried:				