

Expectations

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department manager.
- Professionalism – Dress and manners are 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.

Knowledge and Skills

1. Minimum Education: N/A
2. Minimum Experience: N/A
3. Skills Required: Able to speak and comprehend English
Attention to detail
Able to multi-task and stay focused with minimal supervision
Able to follow written and verbal instructions

Responsibility and Authority

- Equipment: Responsible for returning cleaning supplies and equipment to their proper storage location. Make requests when equipment needs replacement or repair.
- Financial: Careful attention must be paid and quick response made to spills (both wet and dry) and to debris on the floors. Swift attention to detail results in higher customer satisfaction and greatly reduces the risk of customer or staff injury.

Physical Job Description

Typical Working Conditions:

Environment is generally indoors walking or standing on concrete floors. The position requires services on both the main floor store and the second floor offices. The building temperature is controlled, although it is occasionally necessary to go outside and will be exposed to outdoor temperatures. Work performed includes using store, non-toxic cleaning agents which may consist of Citri-solve, dish soap, Bon Ami, etc.

Equipment Used:

Must use a variety of hand tools and cleaning equipment, such as a broom, mop with a wringer, litter grabber, box cutter or glass scraper, and step ladders. May wear protective clothing or gloves as necessary

Essential Physical Tasks:

Requires prolonged periods of time sweeping, mopping, standing and walking throughout the store. Must be able to climb a step ladder and stairs, raise arms above shoulder level, bend, stoop, kneel, twist, grasp, pull, etc. There may be need to lift items up to 30 lbs.

