



## MEMBER & GUEST SERVICES ASSOCIATE JOB DESCRIPTION

**PURPOSE:** To provide prompt, friendly, courteous customer service; efficient & accurate cashiering; and a clean, attractive, fully-stocked store during shifts.

**STATUS:** Reports to General Manager  
Supervise Hands On Owners on shift  
Full Time; 32+ hours a week or Part Time; hours be to determined

### RESPONSIBILITIES:

#### 1) CUSTOMER SERVICE & CASHIERING

- a) Greet and ensure that all member-owners and other customers feel welcomed and have a positive experience while shopping with us e.g. greet, smile, make eye contact, use customer name whenever possible, ensure questions are answered, "Did you find everything okay today?", etc.
- b) Become familiar with co-op policies and products in order to answer customer questions in a prompt, friendly, courteous manner. Refer unresolved questions or problems to Manager on Duty or other appropriate staff.
- c) Report customer suggestions, comments, & complaints to the appropriate department manager.
- d) Encourage people non-members to invest as member-owners of the co-op, explain benefits of ownership and sign up new owners, ensuring complete information on application.
- e) Ring up customer purchases quickly and accurately.
- f) Call for back-up as needed so that customers wait as little as possible to be checked out.
- g) Help customers place & pick up special orders.
- h) Issue credits to customers for returned items following co-op policy, and ensure that returns are properly disposed of. Record shrink promptly and accurately.
- i) Bag/box customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call for staff help if available.
- j) Put stuffers in bags, inform customers of specials and upcoming store events.
- k) Open and close out registers following established procedures. Balance cash drawer at end of shift.
- l) Maintain checking area in clean, orderly condition; Sweep and mop as needed, wipe counters, return unpurchased items to shelves, stock and straighten shopping bags, keep carts and baskets in order.
- m) Alert Manager on Duty to potential shoplifters, disorderly customers or other emergencies

#### 2) STORE-KEEPING

- a) Maintain shelves, displays, aisles, prep & storage areas in clean, orderly condition, meeting health department & ADA standards.
- b) Remove trash, recycling, & compost promptly, sweep and mop retail area floors.
- c) Front & face products to ensure abundant, attractive, easy to access displays when there are no customers to check out.
- d) Ensure store and cashiering supplies are in ample supply and in a clean, orderly state.
- e) Check product dates; Mark down items as needed to reduce losses according to co-op procedures.
- f) Offer tastes, samples, suggestions for purchase and ways to prepare products.
- g) Participate in inventory counts.
- h) Use equipment safely. Ensure maintenance of department equipment in working order. Monitor cooler temperatures. Notify Manager on Duty of equipment problems or needs.
- i) Perform opening and closing duties as required by shift following established procedures.

#### 3) RECEIVING & STOCKING

- a) Price and stock items (assigned by Manager on Duty) when there are no customers to be checked out.
- b) Check deliveries (assigned by Manager on Duty) for damage, quality and accuracy, notify appropriate Department Manager of discrepancies.
- c) Rotate deliveries into storage.
- d) Lets Manager on Duty know of any pricing, PLU errors in a timely fashion.

#### 4) OTHER RESPONSIBILITIES

- a) Assign tasks for member workers and supervise in packaging, cleaning, stocking and special projects. Package bulk products as needed.
- b) Attend department and storewide meetings.
- c) Perform other tasks assigned by General Manager.
- d) Answer & route phone calls, take and route messages as needed.

continued

## QUALIFICATIONS

- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Familiarity with natural foods.
- Accuracy, attention to detail.
- Organized, consistently follows through on commitments.
- Ability to stay calm under pressure; Demonstrated ability to handle multiple demands.
- Communications skills--clear communication, good listener.
- Ability to stand for long periods.
- Ability to lift 50 lbs.
- Willingness to work one or more weekend days.
- Willingness to work nights.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.