

Floor Clerk

Pay Group:	Level I	FLSA	Non-Exempt	Revision Date:	6/26/17
		Classification:			
Department:	Front End	Reports To:	Floor Manager	Approved By:	

FRONT END VISION & MISSION

The vision of CNFC's Front End is to be the best part of your day. The Front End will delight all customers and co-workers with excellent communication, accuracy in all transactions, and the best environment for their Co-op experience.

SUMMARY OF RESPONSIBILITIES

Floor Clerks provide exceptional and enthusiastic service during all activities including, but not limited to, register transactions, addressing customer questions, promoting store programs and events, processing ownership applications, answering phones, store conditioning, assisting new hire training, providing peer-coaching and feedback, supporting other departments and other tasks as assigned by the Floor Manager.

ESSENTIAL FUNCTIONS

Provide Excellent Customer Service

- Create an authentically friendly and welcoming environment by greeting all customers at the registers and acknowledging customers throughout the store using the Zingerman's 10/4 customer service rule.
- Maintain knowledge of store and team policies and expectations, ownership services, cooperative values and principles, merchandise, location of products, and in-store promotions.
- Maintain professionalism, enthusiasm and composure at all times, especially during complicated transactions or when dealing with an unsatisfied or disruptive customer.
- Answer customer questions and make product recommendations based on individual customer needs and lifestyle or direct to appropriate departments/staff as needed.
- Educate customers about and promote ownership, store programs, special offers, events, etc.
- Maintain continuous awareness of customer satisfaction and safety, and seek appropriate support when necessary to meet customer needs and exceed customer expectations.
- Demonstrate professional telephone and intercom skills, calmly multitasking as needed.
- Answer incoming calls in a timely manner and handle/route them appropriately.

Cashiering & Register Transactions

- Open and close cash tills and registers according to department policies and procedures while maintaining consistent cash accuracy; understand, meet and exceed cashiering variance expectations.
- Complete all register transactions efficiently and quickly by properly keying or scanning products into point of sales, recording payment, providing accurate change and offering a printed receipt and bag.
 - Follow all cash handling procedures.
 - Receive payment and give change accurately.
 - Avoid common errors related to giving change and voiding transactions.
 - Enter correct departments and correct prices for products.
 - Maintain a working knowledge of available products and product look up numbers (PLUs).
 - Process returns, exchanges, paid-outs and other advanced register transactions with approval from a Lead Floor Clerk, Floor Supervisor, Front End Manager or Operations Director.
- Adhere to all sales enforced policies and laws (alcohol sales, discount eligibility, ownership, etc).
- Bag groceries and assist with carry-outs as needed.
- Maintain a clean and safe register area.

Store Conditioning, Maintenance & Safety

- Maintain cleanliness and organization of the register area, store front, café area, shopping carts/areas, employee break room, employee restroom, others areas as assigned by Floor Supervisors or the Front End Manager, and assigned locker and workspaces.
- Maintain stocking level of all Front End and general floor supplies.

- When not attending to register duties, face product and clean in all departments.
- Maintain knowledge regarding store safety standards and procedures, and report any issues to the Floor Supervisor, Front End Manager or Operations Director.
- Actively participate in store-wide conditioning and maintenance programs.

Contribute to a Positive Work Environment

- Adhere to all policies, guidelines and procedures outlined in the Co-op Employee Handbook and all Front End materials.
- Work in a positive, cooperative and professional manner with all co-workers.
- Actively participate in all store, team and culture building activities.
- Set a positive example for co-workers.

Other Duties

- Enroll and activate new ownerships on behalf of the ownership services department, and process ownership renewals through the point of sales system.
- Participate in new hire training as assigned.
- Attend and actively participate in all store and team meetings, and scheduled trainings.
- Read all newsletters, memos, resource materials and email communications; respond as needed in a timely manner.
- Regularly check and maintain cleanliness of assigned mailbox.
- Other duties as assigned by the Front End Manager (or a Floor Supervisor on behalf of the Front End Manager) or Operations Director.

COOPERATIVE PRINCIPLES

The seven cooperative principles are guidelines by which all co-ops put their values into practice.

1. Voluntary and Open Membership
2. Democratic Member Control
3. Member Economic Participation
4. Autonomy and Independence
5. Education, Training and Information
6. Cooperation among Cooperatives
7. Concern for Community

GENERAL EMPLOYEE EXPECTATIONS

- Attendance – Follows all policies and procedures regarding attendance – arrives promptly for all scheduled shifts, mandatory trainings, and store meetings. Pre-authorizes any tardiness or absences with your supervisor.
- Professionalism – Represents the store well at all times with neat and clean appearance and work-appropriate demeanor.
- Teamwork – Works as a team player by cooperating and maintaining a positive attitude with all staff. Demonstrates constructive interaction, positive attitude, and respectful verbal and written communication.
- Customer Service – Greets all customers, employees, and vendors warmly and makes eye contact. Provides all customers and co-workers with courteous, timely and efficient service. Always strives to surpass our customer's expectations.
- Initiative – Demonstrates resourcefulness, uses ingenuity, and is proactive in getting things done as it relates to the best needs of the department or the Co-op as a whole, while maintaining a pace that is productive, comfortable, and safe. Asks superiors about extra duties as needed. All staff is encouraged to help generate ideas and improve systems at CNFC.
- Volume & Quality of Work – Utilizes time management and organizational skills to complete work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness. Takes the time to do it right and follow through to the end while adhering to all store policies and procedures.
- Work & Leadership Development – Demonstrates understanding of the job functions and all department and store policies and procedures. Pursues and participates in learning experiences that support job knowledge and enhances personal, departmental and store-wide success. Demonstrates ability to learn and grasp new concepts and methods.
- Dependability – Sets an example of reliability; carries out instructions, fulfills responsibilities, and sets new agreements if needed. Follows through on plans and goals.

- Judgment – Uses common sense and tact to take appropriate actions, and size up situations and determine rational decisions. Maintains confidentiality.
- Adaptability – Demonstrates ability to respond appropriately to changing circumstances. Can be depended on to remain calm and perform effectively when pressures intensity.
- Communication – Gives positive and constructive communication sharing information, news, ideas, feelings, and creates mutual understanding. Always friendly, but focuses on work topics.
- Store Conditioning & Safety – Participates in creating a clean work environment for self, co-workers and customers while working safely at all times.
- Environmental Stewardship – The Co-op has created several processes and guidelines that support environmental stewardship including recycling programs, water conservation, purchasing guidelines, etc. All employees are expected to understand and participate in our sustainability programs.

RESPONSIBILITY AND AUTHORITY

Equipment:	Responsible for cleanliness and organization of office work stations and front end area.
Financial:	<p>Direct responsibility – All Front End employees are required to sign the CNFC Cash Handling and Register Accountability Policy which includes a requirement for accurate cash handling and proper sales totals.</p> <p>Indirect responsibility – Attention must be paid when working with customer for accurate charges, change, and ownership activation. The Front End has direct face-to-face exposure with customers and must supply excellent customer service to maintain customer satisfaction and retain customers.</p>
Supervisory:	No direct supervision.

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 have 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:

- High School diploma or equivalent (or pursuing HS diploma or equivalent)

Minimum Experience:

- Basic math and calculator skills.

Language Skills:

- Ability to speak effectively in English and extend excellent customer service customers, staff, vendors, and community members.
- Read and interpret documents in English such as operating and procedure manuals and sales receipts.
- Write occasional emails, notes, reports, and/or summaries in English.
- Proper and professional use of the phone system.

Computer and Cashier Skills:

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

Reasoning Ability:

- Ability to handle multiple demands and pay attention to detail.
- Calmly manages difficult or emotional customer situations.
- Responsive to and proficient in assessing customers' needs.
- Ability to stay focused and on-task.
- Ability to follow written and verbal instructions.

Desirable Skills:

- Ability to communicate in Spanish.
- Experience with Catapult point of sales system.

PHYSICAL JOB DESCRIPTION

Typical Working Conditions:

Employees will be standing for prolonged periods of time on a concrete or rubber mat floor. There may be some stair climbing to retrieve supplies, to use office equipment if needed, and to access the cash office. Employee may have limited duration exposure to outside temperatures and conditions. Hot or cold outside temperatures is dependent on the season. Must be able to lift heavy grocery bags, boxes, and special orders for customers.

Equipment Used:

Employee is responsible for the proper use of the point of sales system (Catapult), cash drawer, credit card machine, cash handling equipment, phone/intercom system, time clock, scanning/copy machine, desktop computer and other equipment as directed. Employee may wear protective clothing or gloves as necessary.

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 and frequent use of keyboard, touch screen and reading of computer screen. The employee is constantly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 20 pounds with an occasional need to lift and/or move between 21 to 50 pounds. There may be the occasional need to climb, stoop, kneel, or crouch and rarely crawl. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ANALYSIS OF PHYSICAL DEMAND

Key (based on typical week):

- N= Never
- R= Rarely (less than 1 hour per week)
- O= Occasional (1% - 33% of time)
- F= Frequent (34% - 66% of time)
- C= Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting / Carrying						Twisting / Turning					
Under 10 lbs.					X	Reach over shoulder			X		
11 - 20 lbs.				X		Reach over head			X		
21 - 50 lbs.			X			Reach outward					X
51-100 lbs.		X				Climb		X			
Over 100 lbs.	X					Crawl		X			
						Kneel			X		
Pushing / Pulling						Squat			X		
Under 10 lbs.				X		Sit		X			
11 - 20 lbs.			X			Walk - Normal Surfaces					X
21 - 50 lbs.		X				Walk - Uneven Surfaces				X	
51 - 100 lbs.		X				Walk - Slippery Surfaces			X		
Over 100 lbs.	X					Stand					X
						Bend				X	
Driving											
Automatic Trans.	X										
Standard Trans.	X										
Other											
Keyboard / Ten Key					X						
Fine Dexterity				X							
Handling (grasping, holding)					X						
Repetitive Motion - Hands					X						
Repetitive Motion - Feet		X									