



STORE CONDITIONING CLERK

Pay Level:	Level II	FLSA Classification:	Non-Exempt
Department:	Admin/Operations	Reports To:	Sustainability & Facilities Manager
Hours:	Part-Time		
Draft or Final:	Final		

Job Summary:

Promote and support the Chico Natural Foods Co-op's vision and mission. Maintain a store-wide level of cleanliness and safety, providing daily cleaning and conditioning. Occasionally assist other departments as requested. Always provide excellent customer service and handle as a first priority.

ESSENTIAL FUNCTIONS:

1. Maintain store cleanliness:
 - Follow the cleaning checklists (daily, weekly, monthly, quarterly), communicating any tasks that were not completed. Communicate with the department Manager if tasks consistently cannot be completed or if there is consistently time left on the scheduled shift after all tasks are done.
 - Clean floors as outlined, attending to spills, debris, and unsafe/unclean floor conditions immediately during open hours of operation.
 - Maintain the cleanliness and safety of the restrooms: checking frequently; restocking supplies; and wiping down the sink and mirror.
 - Responsible for trash and recyclable disposal from both inside and outside the building.
 - Spot check the outside building walls, parking lot, sidewalks, planters, and gutters to maintain a clean appearance.
 - Assist in keeping the back end of the store clean and organized (prep area, stock area, maintenance area, and break room, etc.).
 - Attend to other tasks that need attention to achieve a healthy, clean and safe store environment.
 - Maintain inventory of cleaning supplies and report to department manager for replenishment.
2. Maintain store safety:
 - Attend to spills, debris and unsafe/unclean floor conditions immediately.
 - Alert the Facilities & Sustainability Manager if any unsafe condition inside or outside the store is noticed.
 - Responsible for locking and securing the store at the end of each evening shift.
3. Provide excellent customer service:
 - Be available for customer service when working on the retail floor during open hours of operation.
 - Learn product locations to find products for customers throughout the store.
 - Refer customers to the appropriate employee to provide product information.
4. Other:
 - Support store-wide sustainability initiatives.
 - Special projects or deep cleaning as assigned.
 - Attend and participate actively in all meetings and store required functions.
 - Assist storewide when needed and/or requested by management.
 - Other duties as assigned by Facilities & Sustainability Manager.
 - Read all notices and newsletters.

GENERAL STAFF 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.

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. Must 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:

- None

Language Skills:

- Ability to speak and comprehend English
- Able to follow written and verbal instructions

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-used software programs, including but not limited to Microsoft Outlook, Excel, and Word programs.

Reasoning Ability:

- Ability to multitask and stay focused with minimal supervision.
- Ability to handle multiple demands.
- Ability to hold attention to detail.

Desirable Skills:

- Familiarity with Cooperative philosophy and/or retail natural foods experience.
- Knowledge of appropriate cleaning methods and materials.
- Flexibility, willingness to change tasks in mid-stream

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: *Indirect:* This position must take care to respond quickly to spills (both wet and dry) and to debris on the floors since swift attention greatly reduces the risk of customer or staff injury. Swift attention to detail helps reduce the level of costs due to injuries and results in higher internal and external customer satisfaction.

Physical Job Description

Typical Working Conditions:

Environment is generally indoors walking or standing. 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.

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 stepladders. May wear protective clothing or gloves as necessary

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.

Analysis of Physical Demands

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									
Fingering (fine dexterity)	X										
Handling (grasping, holding)					X						
Repetitive Motion - Hands				X							
Repetitive Motion - Feet		X									
_____						_____					