**Job Description – Cashier/Customer Service Clerk**

At Amaranth, our mission is to create a great customer experience. Our vision is to work with local farmers and producers to provide healthy food for our communities.

As we continue to grow within Alberta, Amaranth is excited to welcome new team members that share our passions.

All Amaranth retail jobs require ensuring a positive company image by providing courteous, friendly, and efficient service to customers and team members at all times. All positions must be performed in accordance with store best practices. Further, Team Members must be prepared and able to perform the duties inherent in other Team Member job descriptions. All positions must strive to support Amaranth's core values and goals.

A successful team member:

**WILL BE**

Passionate and Knowledgeable about Health & Wellness

Put others first and willing to go above and beyond in the customer experience.

Committed, Flexible and Open to Growth.

Solution Focused and Business Minded.

**Role:** The Cashier and Customer Service Clerk responsible for outstanding customer service and monitoring tills, processing customers transactions; bagging and carrying out groceries; maintaining store cleanliness; and providing friendly, attentive and efficient customer service. Provide additional support with the store’s daily operations. Duties may also include receiving and verifying shipments; stocking shelves, coolers and freezers; product merchandising.

**Reports to: Store Manager and Operations Manager**

**Time Requirements:** flexible working availability including days, evenings, weekends and assisting with added shift coverage.

**Physical Requirements:** Able to stand for extended periods of time, climb ladders, ability to lift up to 50 lbs and be able to navigate certain tools and environments**.**

**WILL HAVE**

**Customer Service and Teamwork**

* Provide outstanding customer service and set a consistent standard for co-workers
* Proactively engage customers to ensure unparalleled customer service ensuring we do everything we can to bring better health to our customers.
* Respond to customer questions and provide assistance or when necessary employ the appropriate department representative to provide assistance.
* Assist customers with product inquiries, share product knowledge and take customers to the location of the product directly.
* Be knowledgeable about, and advise customers of current store promotions and programs.
* Ensure daily department checklists are being followed and completed.
* Assist with store opening and closing duties to ensure the store is properly prepared for the day’s operations.
* Other duties as assigned by the Store Manager or Store Lead.

**POS and Frontline Service**

* Efficiently and accurately process customer transactions through the use of applicable POS functions.
* Bag groceries in a careful and timely manner and offer carry-out assistance.
* Keep the till area clean, well-stocked and organized.
* Engage with customers and educate them on upcoming sales days, current promotions and new products in-store.
* Assist department employees on POS operations and provide ongoing support for POS operations ensuring operating procedures are being followed accordingly.
* Assist with customer flow and line-ups through till operation or grocery bagging.
* Maintain confection area stock, face gluten-free freezer, dairy cooler, and drink cooler.

**Leadership**

* Ability to lead by example in daily activities and strive to improve personal performance each and every day.
* Commitment to maintaining a positive attitude and approach challenges in a pro-active and problem-solving manner.
* Capability to assist and direct team members to complete duties such as stocking, down stocking, and stock rotation including coolers and shelves, empty shelf look-ups, shipment receiving and verification, and putting away shipments.
* Keen attention to prioritizing the day by level of importance, organize tasks and to-do lists that fall into categories of daily, weekly, monthly requirements.

**Store Maintenance**

* Ability to support in mopping the store floor first thing each morning.
* Ability to direct staff when there are cleaning projects to be completed.

**Qualifications and Attributes:**

* Excellent communication skills and willingness to work as part of a team
* Have supervisory experience in a retail environment
* Intermediate computer skills with an emphasis on database operation
* Ability to follow instructions and procedures
* Ability to work with a flexible attitude in a dynamic environment
* Ability to think independently, prioritize, and complete projects in a timely manner
* Excellent organization and interpersonal skills
* Knowledge of the organic and natural foods industry is an asset
* Food Handling Safety education and/or certificate is an asset