**Job description – Grocery/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.

Motivated to provide Outstanding Customer Service.

Experienced in various grocery departments and responsibilities.

**Role:**The Grocery Clerk is responsible for the Department’s daily operations. Duties may include providing support to Grocery Department team members; receiving and verifying shipments primarily Grocery, and in other departments during peak times; picking transfers; stocking shelves, overstock and down stock rotation, stocking shelves, coolers and freezers; bulk re-packing, maintaining correct inventory levels and records for expiry dates; product merchandising; maintaining store cleanliness; and providing friendly, attentive and **EXCELLENT**customer service.

**Reports to: Store Manager and Grocery Lead**

**Time Requirements: Full-time position** with 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**.**

**Compensation: To be discussed based on level of experience.**

**WILL HAVE**

**Strong Performance in Customer Service:**

* Proactively engage customers to ensure unparalleled customer service.
* Efficiently and accurately process customer transactions through the use of applicable POS functions and carry out customer purchases.
* Respond to customer questions and provide assistance or when necessary page 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.
* Report errors in retail pricing or signage to the management team.
* 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.

**Cash Experience with POS, Till Transactions and Unparalleled Service to Others:**

* Efficiently and accurately process customer transactions through the use of applicable till functions.
* Bag groceries in a careful and timely manner and offer carry-out assistance.
* Assist with customer flow and line-ups through till operation or grocery bagging.
* Keep the till area clean, well-stocked, and organized, change receipt rolls, sweep floors behind tills, and wash counters.
* Maintain confection area stock, face gluten-free freezer, dairy cooler, and drink cooler.

**Grocery/Bulk/Repack/Perishables familiarity with store products, local and organic:**

* Maintain on-shelf inventory including stocking coolers and shelves, down stocking and stock rotation, shipment receiving and verification, and putting away shipments.
* Manage inventory using a database system and maintain accurate shelf signage and pricing.
* Keep aisles clean and free of ladders, boxes and carts.
* Sweep bulk areas regularly, ensure clean scoops, pencils, bags, and twist ties are stocked.
* Check expiry dates and complete markdowns for perishables stock.

**Special Orders and Going Above and Beyond in Customer Service:**

* Once a special order arrives in store, ensure the customer who placed the special order is contacted initially and weekly thereafter until the 4th week where appropriate action is taken if not picked up.
* Maintain “on-hold” status of items in the database system.

**Inventory Management with hole counts, out of stock, on-order, backorder, and yearly counts:**

* Ensure inventory levels recorded in the database system match the physical inventory on shelf and in back stock.
* Manage inventory using the database system and maintain accurate shelf signage and pricing.

**Receiving Process from start to finish, awareness with credits and follow up an asset.**

* Physically receive and verify shipments.
* Received stock is delivered on floor in a timely manner, placed accordingly, rotated by correct best before dates and rotated with down stock.
* Ensure price tags are accurate and red dots are on all Gluten Free tags, and blue dots are on discontinued items.

**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

**Basic Physical Requirements**

* Stand for extended periods of time. Walk, bend and twist your body, reach above and below shoulders.
* Use of mops, brooms, cleaning products, knives, box cutters, carts, computers and printers.
* Use ladders of varying heights up to 12 feet.
* Ability to lift up to 50lbs maximum.
* Repetitive use of hands for grasping, pushing, pulling, and typing.
* Environmental exposure to extreme temperatures in coolers, freezers, and outdoors

Job Types: Full-time, Part-time

Salary: $17.00-$18.00 per hour

Benefits:

* Store discount

Schedule:

* Evening shift
* Holidays
* Monday to Friday
* Morning shift
* Weekend availability

Experience:

* grocery retail: 1 year (required)
* cashiering and customer service: 1 year (required)