

## **Spiral Natural Foods Coop Front End Job Description**

**Purpose:** To facilitate an excellent customer experience through consistently friendly service, product knowledge and accuracy.

**Status:** Reports to Front-end Lead

### **Qualifications:**

- Experience serving the public.
- Familiarity with natural foods.
- Accuracy, attention to detail.
- Collaborative problem solving skills.
- Ability to handle multiple demands.
- Ability to stay calm under pressure.
- Ability to project an outgoing, friendly personality.
- Ability to stand for long periods.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.

### **Responsibilities:**

#### **Customer Service:**

Greet customers, smiling and making eye contact.

Call for back-up as needed so that customers wait as little as possible to be checked out.

Bag 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.

Provide prompt and consistently friendly customer service as customers shop the store.

Clearly and respectfully communicate customer requests and concerns to appropriate staff.

Answer and route phone calls, take and route messages as needed.

#### **Knowledge:**

Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Manager on Duty or other appropriate staff.

Explain benefits of membership and sign up new members, ensuring complete information on application.

Inform customers of specials and upcoming store events. Refer customers to appropriate visual materials.

#### **Accuracy:**

Check out customer purchases quickly and accurately, using correct prices, PLU's and departments.

Follow cash handling guidelines for all tenders.

Open and close out registers following established procedures.

Issue credits to customers for returned items following company policy, and ensure that returns are properly disposed of.

#### **Other:**

Price and stock items (assigned by Front-end Manager or other Manager on Duty) when there are no customers to be checked out.

Maintain checking area in clean, orderly condition.

Alert Manager on Duty to potential shoplifters, disorderly customers or other emergencies.

Attend cashier meetings and storewide meetings.

Perform other tasks assigned by Front-end Manager including, but not limited, to:

- Deli area: open/close & maintain.
- Closing duties: Clean store & floor, store vegetables, wash dishes, etc

