



We have openings for: **Mercantile Clerk & Cashier**

Please read the attached job description in its entirety. If you are interested in this position, complete an online application. If you are an in-house staff member, please submit a letter of interest, which should include any relevant experience or skills that are applicable to the position you are applying for, to the Human Resource Department.

Schedule: **italicized shifts are cashiering in the front end department, non-italicized are in Mercantile*

| Hours | Sun. | Mon. | Tues. | Wed. | Thurs. | Fri. | Sat. |
|----------|----------------------------------|----------------------------------|--------------------------|------|--------|--------------------------|----------------------------------|
| 24 hours | <i>*6:50 a.m.- 2:30 p.m.</i> | 12:00 p.m.- 8:00 p.m. | OFF | OFF | OFF | OFF | 12:00 p.m.- 8:00 p.m. |
| 36 hours | 12:00 p.m.- 8:00 p.m. | <i>*8:05 a.m.- 4:15 p.m.</i> | 12:00 p.m.- 4:00 p.m. | OFF | OFF | 12:00 p.m.- 8:00 p.m. | <i>*6:50 a.m.- 2:30 p.m.</i> |

Note: There may be times when additional hours or schedule changes are necessary.

Department meetings are announced when scheduled, and dates and times may vary. Department meeting attendance is mandatory.

Wage:

- Starts at \$18.03 per hour.
- Increases to \$18.39 per hour after six months.
- After six-month increase the following increases occur:

Total number of hours worked

| Start | Six-Month | 2080 | 4160 | 6240 | 8320 | 10400 | 12480 | 14560 |
|---------|-----------|---------|---------|---------|---------|---------|---------|---------|
| \$18.03 | \$18.39 | \$18.75 | \$19.32 | \$19.90 | \$20.49 | \$21.11 | \$21.74 | \$22.39 |

2080 hours worked is equal to one year if you work full time (40 hours per week). Increases after 2080 hours worked occur every 2080 hours worked up to 14560 hours.

Benefits:

For all regular status employees:

- 20% discount on store purchases.
- Employee Assistance Program
- Paid vacation time, Extended Illness Leave and Bereavement Leave
- 401(k) Retirement Plan
- Holiday Pay

For employees working 20 – 30 hours per week:

All of the benefits above, plus:

- Life Insurance
- Short Term and Long Term Disability Insurance

For full-time employees working 30 - 40 hours per week:

All of the benefits above, plus:

- Health Insurance
- Dental & Vision Insurance
- Flexible Benefits, Health Savings Account
- Long Term Care Insurance (*35+ hours per week*)

Application Deadline: Open Until Filled

Questions: Call Human Resources at 541-3663 ext. 207

Date Position Posted: April 9, 2024



Mercantile Clerk

The Mercantile Clerk duties include customer service, stocking, pricing, and maintaining an organized back stock area to achieve department sales goals. Mercantile Clerks also are responsible for accurate use of the register for customer purchases while providing prompt, friendly and courteous customer service.

Department: Grocery

Reports to: Grocery Manager

Duties & Responsibilities

The essential duties and responsibilities of this position include, but are not limited to, the following:

General:

- Provide prompt, friendly, courteous and professional customer service.
- Take initiative to help customers with product questions and cultivate working knowledge of product lines.
- Provide assistance with special orders.
- Communicate customer service questions, requests and complaints to Grocery Manager.
- Communicate product requests to Mercantile Buyer
- Maintain a clean and sanitized workspace and keep the department free of congestion.

Cashiering:

- Check out customer purchases quickly and accurately, using correct prices and scanning UPCs.
- Meet and maintain department standards for accuracy including minimizing overages and shortages, collecting correct and full payment from customers and giving back full change.
- Follow proper security procedures when handling cash and during customer interactions.
- Correctly process customer returns and complete documentation.
- Communicate with customers to determine bagging preferences. Bag customer purchases in a neat and organized way following department protocol. Provide carryout assistance as needed, and when possible.
- Follow department protocol for applying coupons, rainchecks, and other discounts.
- Call for back up staff as needed so wait time is minimal for customers at check out.
- Document pricing errors to ensure prompt correction.

Stocking:

- Maintain and stock shelves and displays without overcrowding; face items on shelves.
- Label items accurately with price tags or signs.
- Report price discrepancies to the Scanning Coordinator and Mercantile Orderer.
- Report any UPC or product misinformation to Mercantile Orderer.
- Take inventories of department as needed.
- Check for back stock when stocking.
- Communicate with Mercantile Buyer about slow-moving items.

Department Maintenance:

- Keep retail display areas and back stock in clean, orderly condition.
- Remove trash promptly, sweep floor and mop floor.
- Clean up spills as needed.
- Dust and clean products and shelves when stocking.
- Prepare departments for periodic inventory counts.
- Follow safe working practices.
- Alert manager of any equipment break-downs or safety hazards.

Other Responsibilities:

- Alert Manager on Duty (MOD) to potential shoplifters, disorderly customers or other emergencies.
- Answer and route phone calls, take and route messages as needed.
- Attend department and storewide meetings.
- Perform other tasks assigned by department manager or Manager on Duty (MOD).

Qualification Standards

| | |
|-----------------------------|---|
| Education/ Training: | High School education or GED preferred, but not required. |
| Experience: | Retail experience preferred with a strong emphasis on display skills. Familiarity with product lines also preferred with some culinary knowledge. Customer Service experience and experience working with cash registers or computers preferred. |
| Knowledge/Skills: | Familiarity with kitchenware, gourmet products and environmentally responsible practices, products and vendors preferred. Ability to follow market trends and to maintain inventory of relevant seasonal products. Basic math skills. Detail-oriented with ability to balance cash drawer. |
| Attendance: | Regular, predictable attendance. |
| Other: | Ability to work closely with others and to provide excellent customer service. Professional appearance. Ability to build knowledge about environmentally responsible vendors, local vendors, and the natural foods industry. Attention to detail and excellent organizational skills. Ability to maintain accurate records. Adhere to established work and safety procedures. |

Position Requirements

| Essential Functions / Tasks: | Requirements: |
|--|--|
| Physical: | |
| Vision | Ability to read product labels and to distinguish color for quality control. Ability to read product labels, receipts, checks. |
| Hearing | Hearing required to converse with customers and co-workers. |
| Gripping | Pick up boxes, cans, other products, tools and equipment. |
| Lifting | Up to 30 pounds regularly. |
| Stooping | Stoop and maneuver to pick up boxes from shelving and carts. |
| Squatting | Squat and maneuver to pick up boxes from shelving and carts. |
| Push/Pull | Carts/racks weighing up to 200 pounds. |
| Kneeling | Occasional kneeling. |
| Climbing | Occasional climbing. |
| Bending | Occasional bending. |
| Reaching | Reach overhead, front, side and back. |
| Equipment Operation | Ability to safely operate equipment. |
| Carry Objects | Ability to carry objects weighing up to 30 pounds. |
| Sitting | Not Applicable. |
| Walking | Short distances to bring items from miscellaneous areas. |
| Standing | Prolonged standing. |
| Mental & Psychological Demands: | |
| Comprehension | Understands and retains directions. |
| Reading/Writing | Basic reading/ writing skills. |
| Speaking | Communicate effectively with co-workers and customers. |
| Decision Making | Use basic problem-solving techniques. |
| Attention to Task/Detail: | |
| Critical Thinking Skills | Organize tasks and set priorities. |
| Multi-Tasking | Perform and /or direct multiple tasks simultaneously. |
| Interaction with Others: | |
| Customer Service | Ability to interact with the public in a positive and friendly manner. |
| Co-workers | Work cooperatively with co-workers. |
| General | Maintain composure under all circumstances. |