GOOD FOOD STORE

We have an opening for full time & part time: **Float Staff**

Please read the attached job description in its entirety. If you are interested in this position, please complete an application and return it to the Customer Service Desk or mail it to the address below. 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: *open availability required, weekdays, weekends, nights.

Full time 35 – 40 hours, varies on a weekly basis.
Part time 20 – 28 hours, varies on a weekly basis.

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 $11.00 per hour.
- Increases to $11.22 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
$11.00	$11.22	$11.56	$12.13	$12.74	$13.38	$14.05	$14.75	$15.49

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 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
- Long Term Disability Insurance
- 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: June 5, 2020

GOOD FOOD
S T O R E

Float Staff

To work in more than one department to provide prompt, friendly, helpful customer service to help meet department goals for sales, margin, labor and customer service. Duties may include, but are not limited to receiving, stocking (perishable and non-perishable products), cashiering and cleaning. Float Staff are assigned to departments where they are needed, so other miscellaneous duties may be assigned.

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:

- Greet customers, smile and make eye contact. Maintain a friendly and courteous demeanor.
- Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff or departments when necessary.
- Offer samples or suggestions for purchase and preparation.
- Help customers place special orders.
- Report customer suggestions, comments, and complaints to manager.

Cashiering:

- Check out customer purchases quickly and accurately, using correct prices, PLUs and departments.
- Meet and maintain department standards for accuracy including minimizing overages/shortages, collecting correct and full payment from customers and giving back proper change.
- Follow department protocol for opening, closing, and moving between registers.
- Create neat and organized deposits and correctly balance drawer following department protocol.
- Follow proper security procedures when handling cash and during customer interactions.
- Correctly process customer returns and complete documentation.
- Document scanning errors to ensure prompt correction.
- Call for back up staff as needed so wait time is minimal for customers at check out.
- Follow department protocol for applying coupons, discounts, rainchecks, and other discounts.
- Ensure safe and legal alcohol sales by following established protocol such as checking ID's, and not selling to people who are underage or intoxicated. Attend a safe selling training course (in house) and successfully pass a written exam.
- Communicate with customers to determine bagging preferences. Bag customer purchases in a neat and organized way following department protocol. Provide carryout assistance as needed.
- Maintain a clean and sanitized workspace and keep the front end free of congestion.
- Complete designated opening and closing duties as assigned.
- Collect carts and baskets from inside or outside of the store and return them to designated areas.
- Stock supplies such as boxes, bags, and register supplies. Complete other cleaning tasks as designated by a manager.

General:

- Prepare storage areas for incoming deliveries.
- Check deliveries for damage, quality and accuracy, notify appropriate buyer or manager of discrepancies.
- Sign for deliveries with appropriate adjustments noted on invoice and route invoice appropriately.
- Help with unloading as needed.
- Notify appropriate departments as necessary of incoming product (when working in loading and receiving areas).
- Rotate and organize back stock into storage.
- Set aside special orders, match product with special order form and notify customer service or manager.
- Expedite getting out-of-stock items out on the floor.
- Maintain fully stocked, attractive displays, while maintaining proper storage conditions.
- Stock shelves fully without overcrowding; face items on shelves.
- Rotate older stock to front, making space for new stock.

- Pull out of date or low-quality items and follow established procedures for recording and disposing of them.
- Label items accurately with price tags, signs or four-digit codes. Report price and product discrepancies to buyers or orderers.
- Maintain stocking lists for later shifts. Notify buyers of out-of-stocks as needed.
- Take inventories of department stock for buyers as requested.
- Follow department organic standards.
- Help ensure organic integrity by following established receiving, storage, prep and display procedures.
- Record department shrink promptly and accurately following departmental procedures

Department Maintenance:.

- Use equipment safely.
- Advise manager of equipment repair and replacement needs.
- Vacuum, wipe and dust bulk area.
- Clean bulk bins, shelves and coolers as needed or directed by supervisor.
- Maintain clean work area and assist in backroom cleaning.
- Upon closing of the store, clean and wipe all areas and items as designated on checklist or by supervisor.
- Keep retail display areas, back-stock, and work area clean, sanitary and in orderly condition following guidelines of department manager and rules of Missoula County City Health Dept. (MCCHD).
- Scrub and rinse cutting surfaces, floors, walls, cases and equipment following established organic procedures.
- Remove trash promptly, sweep and mop floor.
- Maintain supplies of bulk bags, tags, twist ties and gloves.
- Follow safe working practices.

Other Responsibilities:

- Attend department and storewide meetings as needed.
- Bag and assist front end as necessary.
- Answer and route phone calls, take and route messages as needed.
- Perform other tasks assigned by Shift Lead, Manager or MOD.

Qualification Standards

Education/ Training:	High School education or GED preferred, but not required.
Experience:	Customer Service, cashiering and stocking experience with some familiarity of natural foods and/or products preferred.
Knowledge/Skills:	Ability to follow instructions well. Basic math skills. Detail-oriented with ability to balance cash drawer.
Attendance:	Regular, predictable attendance.
Other:	Adhere to established work and safety procedures. Maintain accurate records. Ability to work closely with others and to provide excellent customer service. Must be 18 years of age or older.

Position Requirements

Essential Functions / Tasks:	**Requirements:**
Physical:	
Vision	Ability to read product labels and to distinguish color for quality control.
Hearing	Hearing required to converse with customers and co-workers.
Sense of Smell	Ability to smell for inspecting product, sanitation standards.
Gripping	Pick up boxes, cans, other products, tools and equipment.
Lifting	25-35 pounds on a regular basis. Occasionally up to 50 pounds.
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 frequently and 500 pounds on occasion.
Kneeling	Frequent kneeling.
Climbing	Occasional climbing.
Bending	Frequent bending.
Reaching	Reach overhead, front, side and back.
Equipment Operation	Ability to safely operate equipment.
Carry Objects	Ability to carry objects weighing up to 65 pounds.
Sitting	Not applicable.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Prolonged standing.
Climate	Ability to work in cold environments (cooler, freezer, back stock area) and handle cold products for extended periods of time on a regular basis. Occasional exposure to cold weather when outside the store gathering carts. Also exposure to cold drafts when working at the register.
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, set priorities and distinguish high quality reusable containers.
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.