

Menomonie Market Food Co-op Center Store Team Position Description

STATUS: Pay Level I

REPORTS TO: Center Store Manager

JOB SUMMARY:

The Center Store Team will receive and stock items from all grocery departments and provide prompt, friendly, helpful customer service. This position assists the Center Store department to meet objectives for sales, labor, and our Ends Statement, which is to be central to a thriving, healthy community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. CUSTOMER SERVICE AND INTERNAL SERVICE

- A. Provide excellent customer service to our shoppers, making customers' needs the priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward oneself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- E. Work to resolve any customer complaints or issues with appropriate department manager and any internal conflicts directly.

II. STOCKING AND RECEIVING

- A. Assist with deliveries and stock product following department procedures.
- B. Maintain attractive, fully stocked, rotated, and faced sections and displays.
- C. Pull short-date, low quality, or contaminated items and follow established procedures for recording and disposal.
- D. Perform storekeeping functions such as fronting, facing, and cleaning.
- E. Carry out established opening and closing procedures.
- F. Maintain department areas in clean, safe, orderly condition, meeting health department standards.

III. MISCELLANEOUS

- A. Assist customers by answering questions about Center Store products. Offer samples and suggestions for purchase and use of products, as appropriate.
- B. Contact customers when their special orders are ready for pickup.
- C. Participate in inventory counts and department resets.
- D. Attend department meetings and storewide meetings.
- E. Perform other tasks assigned by the Center Store Manager.

QUALIFICATIONS:

- Previous experience in stocking and receiving preferred
- Ability to stand for long periods

- Ability to work in cold conditions
- Ability to handle multiple demands
- Ability to communicate respectfully, clearly, and completely
- Ability to project an outgoing, friendly personality
- Attention to detail, accuracy
- Willingness to work evenings and weekends
- Ability to regularly lift up to 50 pounds
- Regular, predictable attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job