

# Menomonie Market Food Co-op Front End Team Position Description

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**STATUS:** Pay Level I

**REPORTS TO:** Front End Captain

## **JOB SUMMARY:**

Cashiers represent MMFC to the community by assisting customers and ensuring a positive shopping experience. This position assists the Customer Services Manager to meet objectives for accuracy and efficiency, 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. CASHIERING AND DEPARTMENT MAINTENANCE**

- A. Process customer purchases efficiently and accurately. Bag customer purchases as needed.
- B. Call for back-up as needed to reduce customer wait time.
- C. Answer customer questions or refer to the Shift Captain or other appropriate staff.
- D. Encourage shoppers to become owners. Sign up new owners.
- E. Perform opening and closing duties, following established procedures.
- F. Maintain checkout areas, entryway, and customer seating areas in clean, orderly condition.
- G. Alert Shift Captain or other appropriate staff to potential shoplifters, disorderly customers or other emergencies.
- H. Go the extra mile for our customers by offering help carrying their groceries out, and learning about our products and policies in order to thoroughly answer questions.

### **III. MISCELLANEOUS**

- A. Attend department meetings and storewide meetings.
- B. Perform other tasks assigned by the Customer Services Manager.

## **QUALIFICATIONS:**

- Experience in a money-handling position such as cashier or bank teller preferred
- Previous customer service experience in a fast-paced retail setting preferred
- Familiarity with natural foods preferred
- Ability to stand for long periods
- 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 lift up to 25 pounds
- Regular, predictable attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job