

## First Alternative Position Description

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|--|---|
| <b>Title:</b> Grocery Stocker<br><b>Wage Scale:</b> 12<br><b>FLSA Status:</b> Non Exempt<br><b>Supervisor:</b> Grocery Assistant Manager | <b>Department:</b> Grocery<br><b>New Position:</b><br><b>Existing Position:</b> X   |
|  | <b>Effective Date:</b> February 2006<br><b>Revision Date:</b> December 2014<br><b>Approved by:</b> <i>Cindee Lolik</i><br><b>Date:</b> 12/28/2014 |

### Position Summary

As a member of the grocery team, the Grocery Stocker receives orders, stocks shelves, displays and orders products in the Grocery department as necessary, and provides customers with sampling opportunities. Most duties are completed on the sales floor and therefore require much interaction with customers such as sharing product knowledge or location. The Grocery Stocker also performs the duties of a back-up cashier, as requested.

### MINIMUM QUALIFICATIONS AND EXPERIENCE:

#### **EDUCATION:**

High School diploma or equivalent

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Excellent interpersonal skills, including active listening
- Possesses good reading and writing skills
- Ability to move product using provided carts, hand trucks, ladders, and step stools
- Ability to work in cooled or frozen environments
- Ability to work under pressure, and prioritize tasks
- Ability to work with and supervise Owner-Workers
- Ability to lift 50lbs.
- Ability to be flexible in a work schedule
- Computer data entry knowledge preferred
- Ability to problem solve and work with minimal supervision
- Of legal age to sell alcohol (18 yrs)
- Previous stocking and receiving experience preferred
- Ability to communicate clearly, follow directions and make positive suggestions

### ESSENTIAL FUNCTIONS:

#### **Stocking**

- Stock grocery back-stock or deliveries on retail shelves while rotating stock, fronting and facing products and ensuring product placement is accurate.
- Maintain fullness and neatness of case stacks, end aisles, shelves, and displays as needed.
- Label out-of-stocks.
- Keep back-stock area clean and organized.
- Prioritize stocking tasks.
- Ensure all products have prices, shelf tags or signs indicating prices and, if necessary, follow up with the appropriate person.
- Perform other tasks as assigned.

**Receiving Deliveries:**

- Receive deliveries in accordance with receiving procedures, inspect products and file paperwork accordingly.

**Financial**

- Develop an understanding of margins.
- Understand pricing to be able to accurately price special orders accordingly.

**Ordering**

- All stockers will be responsible for at least one order (either a “mini” vendor or sub-department).

**Owner-Worker Mentoring**

- Ability to work alongside and help mentor Owner Workers, as directed.
- Complete and submit, in a timely manner, 6-month and annual evaluations for Owner Workers working your shift.

**Other**

- Serve as back-up cashier as needed.
- Set-up and maintain passive samples as directed by supervisor.

**Must also follow those expectations as outlined on the most current company standards for:**

- Staff Performance Standards

**PHYSICAL DEMAND**

**A. The physical effort typically applied in this job includes (all applicable boxes are checked):**

|  |   |   |  |
|--|---|---|--|
| <input checked="" type="checkbox"/> Lifting up to 50lbs. | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Reaching                      | <input checked="" type="checkbox"/> Climbing |
| <input checked="" type="checkbox"/> Carrying             | <input checked="" type="checkbox"/> Pushing | <input checked="" type="checkbox"/> Standing for extended periods | <input type="checkbox"/> Keying/typing       |
| <input type="checkbox"/> Other (specify)                 |   |   |  |

**ATTENDANCE:**

Compliance with general company standards is expected.

## First Alternative Position Description

|   |   |
|---|---|
| <b>Title:</b> Bulk Stocker<br><b>Wage Scale:</b> Scale 12<br><b>FLSA Status:</b> Non-Exempt<br><b>Supervisor:</b> Grocery Manager | <b>Department:</b> Bulk<br><b>New Position:</b><br><b>Existing Position:</b> X  |
|   | <b>Effective Date:</b> August 30, 2004<br><b>Revision Date:</b> December 2013<br><b>Approved by:</b> <i>Cindee Lolik</i><br><b>Date:</b> 12/30/2013 |

### Position Summary

The Bulk Stocker receives and stocks product, works to ensure the bulk area is kept clean and organized, and provides excellent customer service. In addition, the Bulk Stocker may also assist with ordering and serves as a back-up cashier, as needed.

### MINIMUM QUALIFICATIONS AND EXPERIENCE:

#### EDUCATION:

High School diploma or equivalent

#### KNOWLEDGE, SKILLS AND ABILITIES

- Ability to lift overhead
- Ability to move heavy carts and hand trucks
- Ability to work on ladders and stools
- Ability to provide excellent customer service to both shoppers and staff
- Basic computer and office technology aptitude including MS Office
- Of legal age to sell alcohol (18 yrs)
- Previous stocking and receiving experience preferred
- Knowledge of natural foods preferred

### ESSENTIAL FUNCTIONS:

#### Stocking

- Independently identify, prioritize, and plan stocking needs.
- Stock, rotate, cull and front and face front product according to procedure.
- Ensure department supplies are kept fully stocked.
- Ensure that back-stock items are properly organized properly labeled.
- Ensure accurate signage and labeling of product.
- Sanitize in accordance with accepted health and safety practices.
- Ensure bulk sales floor and back-stock area are kept clean and organized.
- Understand and follow department organic stocking procedures.
- Correctly follow the bulk liquid and nitrogen tank policies and procedures.
- Perform opening and closing duties for each shift as listed in department.
- Participate in periodic cleaning resets.

#### Receiving Deliveries

- Ensure all products billed have been received.
- Assure credits are recorded and returned.

- Receive, price and label or reorder special orders.
- Sign, date and file all invoices accordingly.
- Inspect product for poor quality, damaged items.
- Input invoices to receiver log.

**Financial**

- Check invoices for accuracy and forward appropriately.
- Develop an understanding of margin and turns.
- Maintain records pertaining to shrink, e.g. markdowns, spoils, spills, etc.

**Owner-Worker Mentoring**

- Ability to work alongside and help mentor/coach/guide Owner-Workers, as directed.
- Assist Owner-Workers in prioritizing tasks and answering questions, as directed.
- Clearly and accurately communicate instructions or special requirements to Owner -Workers.
- Coach Owner-Workers on your shift as necessary to ensure excellent performance.
- Check on Owner-Workers to ensure accurate placement of product.
- Handle daily questions and concerns of Owner-Workers.
- Assist Owner-Workers in prioritizing tasks.
- Complete and submit, in a timely manner, 6-month and annual evaluations for Owner-Workers working your shift.

**General**

- Help to keep department equipment in working order.
- Remain current with products and their locations in the store.
- Pursue knowledge about products within your department.
- Participate in quarterly inventory.
- Assist with department resets and equipment cleaning.
- Serve as backup cashier as needed.
- Train and direct new employees and owner workers as needed.

**Must also follow those expectations as outlined on the most current company standards for:**

- Staff Performance Standards

**PHYSICAL DEMAND**

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**ATTENDANCE:**

Compliance with general company standards is expected.

## **Staff Performance Standards**

(The following Performance Standards are expected of all employees at First Alternative):

**Revised: 12/1/13**

### **Customer Service**

- Provide excellent service both internally (to co-workers) and externally (to customers).
- Know and use the 3 steps to giving great service and the 5 steps to handling customer complaints.
- Follow the 10/4 rule when on the operational floor.
- Always wear your nametag when on shift.
- Greet customers in a friendly manner; respond quickly and courteously to all requests from customers.
- Accompany customers to other staff as needed to answer questions.
- Take the initiative to increase your own product knowledge, so as to better serve our customers.
- Remain current with products and their locations in the store.
- Provide assistance with special orders, product questions and research, and follow through as needed or page the appropriate person to help the customer.
- Educate customers about Co-op programs related to owners/customers.
- Understand and educate customers about owner shares.

### **Team Work**

- Respect the common workspace (e.g. clean-up at end of shift, maintain organization, suggest improvements, etc).
- Maintain a pleasant, helpful relationship with co-workers and contribute to a positive work environment.
- Attend and contribute to department and storewide meetings and trainings.
- Be willing to help other departments in the store, as needed.
- Complete break room cleaning duties, as assigned by your supervisor.
- Go direct to solve conflicts.

### **Communication**

- Provide constructive feedback to supervisors and co-workers alike.
- Read and stay current on a daily/weekly basis with the All Staff Log Book and department log. You are responsible for knowing and understanding what is posted in these logs.
- Check mailbox when on shift.
- Communicate to team members when leaving for and returning from breaks.
- Communicate pertinent information in a timely manner and to the appropriate people.
- Use proper channels to suggest improvements.

### **Safety**

- Strive to continually maintain a safe work environment for yourself and others (e.g. clean as you work, clean up spills when you see them, keep clutter to a minimum, report any safety concerns, etc).
- Give suggestions to the Safety Committee for improving safety at the Co-op.
- Know and follow safe lifting rules/guidelines.
- Report any work-related injuries in a timely manner (within 24 hours).

### **Other Duties and Responsibilities**

- Willingness and ability to grow to meet the changing requirements of the job
- Ability to function in a transitional organization, as a productive participant in the decision making process
- Continually seek to develop knowledge and skills that pertain to your job.
- Be on time for all shifts, following the attendance policy.
- Professionally present self, products, and services.
- Be productive and efficient during all your shifts.
- Follow sustainability practices as outlined by the Furthering Committee.
- Know the 3 steps and 10 rules of Open Book Management.
- Successfully complete all Passport trainings and tours according to the deadlines outlined in the booklet.
- Perform other tasks as assigned by Supervisor or Person-In-Charge.
- Follow all policies and procedures of First Alternative Cooperative.