

Grocery Clerk Job Description

As an associate of Kroger, the basic objective of your position is to satisfy our customers by providing exceptional customer service in a safe and clean environment to ensure the customer's return visit. We accomplish this in many ways including, but not limited to: treating our customers/employees in a fair and ethical manner, promoting an inclusive work environment, being a responsible member of the community, and providing the right products at the right time with fair and accurate pricing.

The job description below focuses on our # 1 priority – “The Customer.”

Embrace Customer 1st Philosophy

- People: Our people are great
- Shopping Experience: Makes you want to return
- Product: You get what you want, plus a little
- Prices: Our prices are good

Essential Functions

Duties include, but are not limited to, the following:

- Conduct yourself in a professional manner, displaying a positive attitude, speaking highly of the company in the presence of customers and other employees
- Respond to customer questions and requests in a courteous and helpful way
- Follow established Personal Appearance policies and guidelines
- Follow all company policies and procedures
- Understand and adhere to the shrink guidelines
- Unload delivery trucks (Dairy, Frozen, Grocery, etc.)
- Remove merchandise from the pallet and sort into groups according to which area of the store it is stocked
- Load merchandise onto carts to be placed on designated shelves, either in the back room or onto the sales floor for proper display
- Must be able to read codes on shelves and merchandise labels

- Manually attach price labels to each item
- Remove merchandise from the back room for stocking on sales floor shelves and build special sales displays on the sales floor
- Operate a manual pallet-jack
- Operate the powered pallet stacker or "straddle stacker" (must be over 18 years of age)
- Load salvage onto trucks for removal from the store (this might include some manual stacking as well as using the pallet-jack to remove palletized loads)
- Lift and stack empty pallets, each weighing up to 65 lbs.
- Check prices, which requires knowing the location of all items
- Take trash to dumpster
- Operate the baler (must be at least 18 years old)
- Sweep and/or mop spills, etc.
- Climb a ladder, as much as 10 ft. above floor level to hang signs, change light bulbs, etc.
- Help prepare for inventory

The Grocery Clerk may be assigned to perform other tasks in addition to those discussed above.

If you have any questions, please ask the store management.

Kroger

Physical Demands Analysis

Job Title: *Grocery Clerk*

Type of Industry: *Grocery Store*

Description:

- *Greet customers and answer questions*
- *Clean shelves, and work area*
- *Position product in the right place facing the customer*
- *Order new shipments of products*
- *Break down pallets*
- *Stock shelves with products*

Work Schedule

Typical shift length: *8 hours*

Number of days worked each week: *5 days*

Time allowed for breaks: *30 minutes*

PHYSICAL DEMANDS ANALYSIS

1. Standing and Walking

Tasks: *All tasks require standing and walking.*

Surface: *Tile and concrete*

Estimated total time: *7.5 hours*

Maximum continuous time: *4 hours*

2. Sitting

Tasks: *Some stocking can be done sitting on stool or floor.*

Estimated total time: *30 minutes*

Maximum continuous time: *30 minutes*

3. Lifting and Carrying

Objects lifted: *Food, drinks, snacks, sauces, soups, canned goods, etc.*

Max weight: *135 lbs*

Average weight: *25lbs.*

Min/Max lift points: *0-72"*

Distance carried: *Less than five feet*

Lifting: Varied weight demands chart

Weight Range	Continuously	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X					
11-25 lbs	X					
26-50 lbs			X			
51-75 lbs			X			
76-100 lbs				X		
>100 lbs					X	

4. Pushing and Pulling

Objects Pushed/Pulled: *Pallet jacks, grocery carts, flatbed carts, u-boats*

Max. Force: *Minimal*

Distance: *Throughout store*

Frequency: *Hourly*

Height of Hands Above Floor: *41"*

5. Endurance Requirement

This job requires a medium aptitude for ambulation stamina.

6. Climbing

Tasks: *Changing signs, stocking and arranging inventory/product on top shelves*

Device: *ladders and step ladders*

Height: *up to 10' ladders*

Frequency: *Hourly*

Under Load: *Minimal*

7. Bending/Squatting/Kneeling

Tasks: *Breaking down boxes and stocking shelves with products*

Frequency: *Hourly*

8. Extended Reaches

Tasks: *Stocking shelves (especially back and top shelves)*

Hands Used: *Either hand or both*

Distance	Direction	Frequency	Duration	Avg. Weight
0 - 20"	<i>All</i>	<i>Hourly</i>	<i>Seconds</i>	<i>25 lbs.</i>
20 - 36"	<i>All</i>	<i>Hourly</i>	<i>Seconds</i>	<i>25 lbs.</i>

9. Work Conditions

Exposure to	Yes	No
Hot temperatures	X	
Cold temperatures	X	
Sudden changes in temperature	X	
Fumes		X
Cramped quarters	X	
Sharp edges	X	
Hammering or impact tools	X	
Tool vibration		X
Whole body vibration		X
100% Inside		
0% Outside		

10. Other Job Demands

Does Job Require	Yes	No
Crawling		X
Walking Across Sloped Surfaces		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Neck flexion/extension	X	
Cervical rotation	X	
High grip strength	X	
Driving a vehicle		X
Frequent forearm supination/pronation	X	
Frequent and/or sustained awkward wrist positions	X	

11. List tools, equipment, and materials

- Box cutters, scissors
- Pallet jacks, u-boats, grocery carts, flat beds
- Ladders

Disclaimer

The physical demands, job duties, elements, responsibilities, skills, functions, experience, and the requirements and conditions listed in this Physical Demands Analysis are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this Physical Demands Analysis at any time and to require employees to perform other duties as circumstances dictate or conditions of its business, competitive considerations, technological changes and/or advancements of the work environment.

EMPLOYEE JOB DESCRIPTION ACKNOWLEDGMENT FORM

In accordance with The Americans With Disabilities Act, any applicant that you wish to offer a job to must first read the job description associated with the position you wish to offer them. Secondly, the interviewer must ask, "Can you, with or without reasonable accommodation, fulfill the essential functions of this job?" Last of all, if the applicant replies in the affirmative, the interviewer should have the applicant sign the Employee Job Description Acknowledgment Form. The job description is given to the new hire to take home and the Acknowledgment Form should go in the new hire's personnel file.

The Employee Job Description Acknowledgment Form is located on the next page.

EUID _____

EMPLOYEE ACKNOWLEDGEMENT

I have received a copy of my job description.
I have read and understand the duties of my job.
I can fulfill the requirements of

Employee name (Print)

Employee signature

Date