



**JOB TITLE: GROCERY STOCKER**

**REPORTS TO: GROCERY MANAGER/SUPERVISOR/LEAD**

**Revision Date: 11/2021**

**JOB FUNCTION:** To keep displays, coolers, shelves fully stocked and to maintain retail area, work areas and grounds in clean, orderly condition, while providing prompt, friendly, helpful customer service.

**DUTIES AND RESPONSIBILITIES:**

**CUSTOMER SERVICE**

- Greet and assist customers in prompt, friendly, courteous manner, referring them to other staff when necessary walk shoppers to item(s) they are looking for.
- Become familiar with co-op policies and products in order to answer customer questions.
- Stay aware of specials and new products.
- Keep shoppers' supplies stocked (bags, pencils, twist-ties, etc.).

**STOCKING**

- Follow stocking priorities set by Grocery Manager and/or Grocery Lead
- Participate in quarterly inventories.
- Read Grocery Staff communication board and review grocery checklist at beginning of every shift.
- Stock displays fully without overcrowding; face items on shelves.
- Rotate older stock to front of shelf or backstock. Items from backstock will be stocked to front of shelf.
- Pull short date or low quality items; Note why they are being pulled and moved to receiving for processing. (Write-off, credit, etc.).
- Report missing or inaccurate shelf tags to Replenisher.
- Complete backstock lists.
- Build and maintain case stacks as directed.
- Complete backstock list of cases on hand as you work backstock.
- Leave unfinished work organized; include notes as needed to communicate.

**RECEIVING**

- Check deliveries to verify quality and quantity.
- Notify Receiver of discrepancies.
- Help with unloading as needed.
- Record invoices in proper manner.
- Rotate overstock into storage.

**STORE MAINTENANCE**

- Ensure that store is kept in clean, orderly, safe condition during shift.
- Sweep, mop, and wipe up spills immediately to keep retail and backroom floors clear of hazards.
- Remove trash promptly. Keep boxes crushed. Keep Grocery Manager apprised of level in cardboard compactor.

- Keep price-marking and case-cutting equipment in working order.
- Advise Grocery Manager of department repair and maintenance needs.
- Participate in quarterly inventory.
- Clean shelves, coolers, bulk bins, wash and replace scoops per schedule set by Grocery Manager.

#### **SAFETY**

- Emphasize safety and safe body mechanics in a fast-paced department; provide ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

#### **MISC**

- Attend Grocery Departmental Meetings and all required store training.
- Follow all guidelines for work safety and food safety.
- Perform other tasks as assigned by Grocery Manager, Grocery Lead or other department managers.

#### **QUALIFICATIONS**

- Grocery experience preferred.
- Excellent customer service experience.
- Ability to project an enthusiastic, friendly personality.
- Ability and desire to learn about natural foods products.

#### **ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to communicate with coworkers and customers.
- Ability to read, count and write, to accurately, and legibly complete required documentation.
- Ability to freely access all areas of the store including selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move, lift or handle up to approximately 60 pounds repeatedly and 70 pounds occasionally, unassisted.
- Ability to move full pallet(s) of product across the store as needed, with a pallet jack.
- Ability to perform the following movements – used in stocking – repeatedly and for sustained periods of time: walking, standing, bending, stooping, squatting and reaching.
- Ability to work in temperatures below 35° for more than one hour at a time, and below 10° for more than ½ hours at a time.
- Ability to work varied hours and days; i.e. early morning, morning, afternoons, evenings, weekends, holidays, etc.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.