

MOUNTAIN VIEW CO-OP JOB DESCRIPTION

Clerk

JOB PURPOSE/SUMMARY

This position will maintain a positive attitude that promotes teamwork within the cooperative and a favorable image of the cooperative. The clerk has the responsibility of leading by example and representing Mountain View Co-op in the best possible manner. Clerks will work and behave in a style that is respectful to Mountain View Co-op, co-workers, and customers. It is the clerk's responsibility to ensure the same policies, procedures, and integrity is maintained at all times as it is when the location manager is present.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Customer Service

- Maintain and establish a positive experience to our clients, to include but not limited to location cleanliness, personal hygiene, and professional phone etiquette.
- Reconcile and report customer issues and concerns.
- Provide feedback to Manager.
- Maintain Dress Code.
- Inform all customers of any safe product handling procedures.
- Ensure the store is properly stocked and faced.
- Ensure that perishable products are rotated and refrigerated as required.
- Be aware of all promotions and specials so you can explain them to co-workers and customers.
- Handle any customer complaints promptly.
- Suggest any related products for purchase.
- Maintain a clean and orderly store.

Accounting Responsibilities

- Maintain company's credit policy.
- Maintain accurate cash control.
- Ensure that if any Triple E/Activant transaction has an error, enough information is provided so the fuels balance.

Other Areas of Responsibility

- Provide any customer service function necessary in your location.
- Assist in any facility and equipment maintenance.
- Attend required monthly safety meetings.
- Daily use of necessary computer programs specific to MVC.
- Assist in other duties that may be assigned to meet business needs.

QUALIFICATIONS/REQUIREMENTS

Minimum Education: High School Diploma

Minimum Experience: Prior customer service experience.

Knowledge/Skills/Abilities: Excellent Customer Service Skills, including phone etiquette
Computer Skills (Word and Excel) Person will be trained on Activant
Organizational Skills
Attention to detail
Basic Math Skills
Fork Lift Certified

MENTAL AND PHYSICAL DEMANDS

Sitting	0%	Reaching	Frequent
Standing	50%	Manual Dexterity	Frequent
Walking	49%	Manual Labor	Frequent
Driving	1%	Telephone	Frequent
Kneeling	Some	Computer Screen	Frequent
Bending	Some	Lifting	50 lbs

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of personnel as classified.

Employee: _____

Date: _____

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____