

Salesclerk

Position Overview:

Serves customers promptly and quickly. Takes action to increase customer satisfaction. Shows regard for safety of self and others. Adheres to company policies and procedures. Has an awareness of protecting the company against loss. Receives inventory, stocks merchandise, builds displays, and maintains merchandise in saleable condition.

- Reports To: Area Coordinator of assigned department(s)
- Coordinates With: Store Management, Area Coordinators and coworkers.

Essential Job Functions:

- Ensure every customer is satisfied by answering all customer questions politely and quickly, escorting customers to the merchandise when necessary.
- Interact in a positive and friendly manner with customers and coworkers.
- Use the telephone and public address system to answer customer calls or call for customer assistance.
- Move freight from the backroom to the sales floor using equipment such as a pallet jack or a hand truck.
- Work safely and efficiently in performing job functions.
- Store merchandise and fixtures in stockroom and maintain in an orderly manner.
- Keep shelves and mass displays filled with merchandise.
- Keep merchandise signed, priced, clean and neat.
- Re-work entire aisles of shelves and merchandise as seasons change or new merchandise plans are issued.
- Make and post signs and shelf tags for merchandise.
- Work as a team with management, area coordinators, and coworkers.
- Operate a terminal/register as customer flow dictates or as assigned.

Physical Requirements:

Occasionally = up to 1/3 shift

Frequently = up to 2/3 shift

Continuously = throughout shift

- Standing: Continuously in combination with walking on concrete surface.
- Sitting: 0% of the time.

- Walking: Continuously in combination with standing.
- Worker Mobility: Can Change positions frequently throughout work shift.
- Carry/Lift: Frequently and independently work with 0-40 pounds, depending on product and materials being handled.
- Pushing/Pulling: Continuously and independently push/pull multiple case lots of product on pallet jacks, hand trucks or stocking carts. Continuously and independently push/pull single case lots or items while stocking and occasionally while retrieving multiple shopping carts.
- Bending/Squatting: Frequently throughout the work shift while stocking, tagging, facing shelves and cleaning.
- Reaching/Handling: Use of fingers/hands/arms continuously. Frequent overhead reaching needed for higher shelf stockings and retrieving.
- Grasping/Squeezing: Frequently throughout work shift.
- Twisting: Frequently throughout work shift.
- Climbing: Occasionally climb ladders to reach higher shelf areas. Frequently climb stairs to reach stock/supply areas, lunch room, upstairs offices etc.
- Crawling: 0% of the time.

Social Skill Requirements:

- Ability to positively interact with customers and co-workers.
- Ability to effectively send and receive verbal communication using the English language.

Aptitude Requirements:

- Ability to read English and write it legibly.
- Ability to perform basic math functions.
- Ability to analyze, reason, and make decisions.
- Ability to learn and retain new skills.

Environmental Requirements:

- Most work is performed in the store.
- Frequent exposure to outside elements.
- Possible exposure to chemicals and/or compounds throughout work shift.

This position summary covers most of the duties performed, however, other duties and responsibilities not listed may be assigned at the discretion of management.

After reviewing this position summary, can you perform all of the functions listed? ☐ Yes ☐ No

If no to the above, please identify any functions that you are unable to perform.

I verify that I have thoroughly reviewed the position summary for Salesclerk and that I understand the job requirements and essential job functions.

Signature: _____ Date: _____

Print Name: _____