

## Yellowknife Direct Charge Cooperative Ltd.

### Job Description

Title: Grocery Clerk  
Reports To: Manager, Grocery  
Hourly Rate: \$14.35 per hour

#### Summary

The Grocery Clerk will be responsible for efficient ordering, merchandising, promoting and ensuring price integrity of the assigned sections. Full time Grocery Clerks will provide direction and training to part time and less experienced workers. They will answer questions; solve problems or complaints and direct issues to the Supervisor. All duties will be performed with a consistently high focus on customer service while maintaining a safe and efficient operation.

#### Job Duties

- To provide customer service in a manner that models exemplary conduct to other staff and maintain positive member relations through the proper handling of questions, comments and complaints. Effectively works in a diverse team environment in a proficient and friendly manner.
- Stocks shelves, and marks prices on shelves and items.
- Operates the assigned section in an efficient manner. Ensures price integrity to facilitate the accurate processing of sales.
- Has knowledge of and adheres to all policies and procedures pertaining to the operation of the sales floor including ordering, receiving, claims and inventory controls.
- Maintain a high level of product and service knowledge.
- Required to do opening, closing as per department requirements.
- Ensures the proper care, use and maintenance of all equipment including reporting required repairs to management or supervisor.
- Presents a neat and clean food floor and warehouse and assists with maintaining cleanliness and sanitation standards.
- Performs duties following established safety, health and environmental regulations and standards to ensure the safety of all customers and staff.
- Participates in the inventory process as scheduled.
- Ensures the proper handling of merchandise.
- Provides directions to part time staff ensuring daily functions are completed in an organized and efficient manner.
- Gathers grocery carts from parking lot and returns carts to store.
- Performs other duties as required.

### Requirements

- Customer service and/or retail experience preferred
- Ability to add, subtract, multiply and divide – math skills to ensure accuracy of financial transactions
- Driven to deliver superior service by exceeding customer expectations
- Able to work as a team player in a fast-paced, energetic environment
- Self motivated, with high energy and an engaging level of enthusiasm.
- Present a professional image in appearance, words and actions
- Excellent verbal, written and interpersonal communication skills
- Open availability and flexibility to work nights, weekends, store opening and closings to meet the needs of the business

### Work Conditions

- Must be physically able to handle the workload
- Lifting or moving up to 25 lbs. may be required
- Will perform work both indoors and outdoors
- Outdoor work may be performed in inclement weather, in a wide range of temperatures

If you are interested in pursuing this opportunity, please forward your resume to the attention of the Human Resources Manager via email at [r.daley@ykcoop.com](mailto:r.daley@ykcoop.com)

We thank all applicants for their interest but only those selected for an interview will be contacted.