

JOB TITLE: CONVENIENCE STORE CLERK

OVERVIEW: Convenience store clerk aids customers, greets patrons, helps locate products, ensures the store is organized, operates the cash register and performs the required record-keeping. Clerks will have excellent customer service skills with a focus on prompt, efficient, and courteous service. Hours will vary based on scheduling needs with on-the-job-training.

OBJECTIVES

UNITED & FRIENDLY:

- Proudly conveys the strengths of United Farmers Cooperative, its services, and opportunities to others, including, but not limited to customers, communities, and co-workers.
- Approaches daily work with enthusiasm and energy.
- Maintains a team focus and is willing to serve as inside/outside sales and operational support to any assigned department or location as staffing needs arise.
- Acts as the first line of support for the UFC C-Store team.

CONNECTED & COMMITTED:

- Receive customers and assist them with the selection of merchandise
- Greet, interact, and monitor customers to assist the store in loss prevention
- Lift, push and pull 40 lbs. Climb on ladder as needed to display and organize products in a store for the customers to locate easily
- Help customers in billing and payment processes at the stores counter
- Communicate information about product availability, nutritional information and ingredients
- Maintain the outlook of the store through dusting, cleaning, and restocking merchandise on the shelves
- Handle record keeping and re-ordering systems
- Help with preparation for displays, trade shows and windows
- Food preparation may be involved. Making sure temperatures are taken and logs are kept.
- Uphold all UFC's policies and perform other duties as assigned by management
- Observe OSHA, state, and federal safety regulations and follow all company and regulatory agency safety policies.
- Report any unsafe equipment or working conditions to your supervisor.
- Professional representation of the company through appearance and helpful attitudes.
- Ensure no product or customer problems result due to your services.
- Use extreme caution while working around customer vehicles to avoid damage.
- Notify supervisor and aid in resolving customer complaints promptly.

VISIONARY:

Agronomy

Energy

Feed

Grain

Lumberyard and Rural Retail

- Achieve maximum sales through presentation
- Develop operational knowledge to assist in other UFC departments.
- Proactively identify areas of opportunity in the convenience store and collaborate with co-workers and management team to enhance efficiency and success.
- Continue to grow personal knowledge of convenience store sales and United Farmers Cooperative locations and services and the Cooperative business model to improve product recommendations and services to the Cooperative's customers.

Disclaimer: This job description indicates the general nature and minimum level of work expected. It is not designed to cover every activity, duty, or responsibility required of the employee. The employee may be asked to perform other duties to the successful performance of the job.