



**JOB TITLE:** Grocery Steward

**REPORTS TO:** Grocery Manager

**STATUS:** FT      **PAY:** Starts at \$15/hr

The Grocery Steward is the “right-hand” of the co-op. This position is an integral member of the team and in the area of customer service and satisfaction. The Grocery Steward attends to customer needs, assists staff, ensures all areas are well stocked, and assists in keeping all areas clean and sanitary.

### **RESPONSIBILITIES**

- Provides attentive, prompt, and friendly service to all internal and external customers
- Operating register and bagging for customers
- Assists in multiple departments
- Greets all who enter the store in an approachable, friendly manner
- Addresses customer inquiries or directs customers to the service desk for assistance
- Walks customers to products or personnel as needed
- Builds and maintains customer satisfaction with the products and services
- Maintains knowledge of products, sales, and promotions
- Maintains knowledge of drives, fundraisers, and events. Communicates details effectively.
- May assist in ensuring small products at registers are stocked, or calls appropriate parties to ensure they are stocked in a timely manner
- Works to ensure that goods are stocked and labeled appropriately to the standards of the department of focus
- Handles any product in a safe, sanitary, and conscientious manner
- Assists in ensuring displays, signage, and tags are accurate
- Participates in maintaining cleanliness and order
- Adheres to all workplace safety and security policies
- Participates in meetings and trainings when applicable
- Other duties as assigned

### **QUALIFICATIONS**

- A minimum of one (1) year experience in a retail environment preferred
- A minimum of (1) year experience and familiarity with natural foods preferred
- Supports the co-op’s Core Values and aligns with the co-op Code of Conduct
- Ability to maintain a friendly and positive attitude
- Adapts readily based on evolving co-op needs or in response to feedback
- Maintains composure and professionalism in the workplace
- Flexibility to work any shift, including mornings, middays, evenings, weekends
- Willingness and ability to learn and grow to meet the changing of departmental needs.
- Communicates needed accommodations in a timely manner
- Consistent access to reliable transportation

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