



Job Description

Job Title:	General Worker	Job #:	RO-208
Department:	Retail Operations	Job level:	1
Supervisor:	Manager	Probation:	3 months

POSITION SUMMARY

The General Worker is responsible for providing assistance in all Nemaska Development Corporation (NDC) business locations as required. The General Worker is a mobile, adaptable worker and is responsible for ensuring smooth operations of various NDC businesses by providing taking on various roles such as cashier, clerk, waiter, cook/bakery helper and other roles. The General Worker reports to the manager or supervisor of the work location to which s/he is assigned and may be required to perform any of the duties listed below.

DUTIES & RESPONSIBILITIES

Customer Service Responsibilities

- Greet customers, respond to questions and provide information, as required, in a friendly and professional manner.
- Build relationships with customers and provide them with accurate information, guidance and support. Attempt to upsell products.
- Resolve customer complaints. Escalate to Manager as needed.
- Assist customers with their items if applicable.

Cash Responsibilities

- Scan items, weigh items or key in item prices and tabulate using cash register.
- Verify pricing as required.
- Process coupons, cash, debit and credit payment transactions.
- Bag, box or wrap items and distribute weight evenly.
- Process merchandise returns and exchanges and issue refunds and store credit as required.
- Count cash in the drawer at the beginning of each shift and ensure that there is adequate change.
- At the end of each shift, reconcile cash, credit and debit receipts with sales.
- Prepare deposits, close the cash register and return the float to the store manager at closing.

Stocking Responsibilities

- Stock display cases, shelves, bins and refrigerated sections. Ensure label is clear and visible.
- Do a regular rotation of products. Remove all damaged, spoiled or expired products.
- Ensure that there is always sufficient inventory.

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Merchandise Receiving and Inventory Responsibilities

- Accept delivered packages and ensure proper amount/quantity is inside.
- Unload merchandise and make sure it is not damaged. Process damaged merchandise as per NDC protocol.
- Mark items with identifying codes, such as price or inventory control codes.
- Keep the stock room neat and orderly.
- Inform Manager of current work location if inventory is low.

Baking and Deli Responsibilities

- Produce a consistently excellent quality of product, following the processes set out in the baking manual and using the correct ingredients.
- Slice, cut, weigh, and price customer orders in a considerate manner.
- Preparing special orders and party trays.

Dishwasher Responsibilities

- Fill the dishwasher with dishes, glass ware, flatware and any other. Wash by hand dishes that cannot go into the dishwasher.
- Dry and put away all clean dishes, utensils and equipment in their designated areas.
- Ensure serving stations are filled with clean tableware and fresh foods.

Waiter Responsibilities

- Clear, wipe down and set the tables between each service, including tableware and linens.
- Provide a menu for each customer and inform them of the daily specials.
- Take food and beverage orders and accurately communicate the orders to the kitchen.
- Prepare all beverages, including coffee, pick up the orders from the kitchen and serve them to the customers.
- Prepare the bill and present it to the customer.

Other Responsibilities

- Maintain clean work surfaces and work area.
- Replace and assist colleagues in store and other NDC business locations as required.
- Perform all duties in accordance with health & safety and MAPAQ hygiene and food safety requirements.
- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform other duties as required.

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EMPLOYMENT REQUIREMENTS

Education and certifications:

- Some high school

Experience:

- No experience is required

Knowledge and abilities:

- Customer focused and service oriented
- Adaptable and takes initiative
- High attention to detail and accuracy
- Outstanding communication and interpersonal abilities
- Ability to carry on many tasks at the same time
- Proven ability to be discreet and maintain confidentiality

Languages:

- Fluency in Cree and English is required
- Fluency in French is an asset

WORKING CONDITIONS

- In a retail setting, long hours standing and stocking shelves.
- Work may require frequent moderate or considerable physical effort.
- Attendance may be required outside of regular work hours in case of a surge in the volume of business, at peak periods or in case of other needs.

Employee's signature: _____ Date: _____

Supervisor's signature: _____ Date: _____