



Job Description

Job Title: Grocery Store Clerk

Job #: GRO-107

Department: Retail Operations

Level: 1

Supervisor: Store Manager

Probation: 3 months

POSITION SUMMARY

The Grocery Store Clerk is responsible for managing the display of fruits and vegetables in the grocery store of the Nemaska Development Corporation (NDC), inspecting the produce to make sure it is fresh and has no defects, and arranging the fruits and vegetables in the display cases. The incumbent is responsible for receiving merchandise, unloading and unpacking it and making sure the floor inventory remains high. The Clerk also answers the customers' questions and provides advice on the various products.

DUTIES & RESPONSIBILITIES

Stocking Responsibilities

- Stock display cases, shelves and refrigerated sections with fresh fruits and vegetables.
- Stock shelves and bins with unpacked items, according to identifying information. Ensure label is clear and visible.
- Do a regular rotation of all the fruits, vegetables and products on the shelf. Remove all damaged, spoiled or expired products.
- Pack and unpack items for storage in stockrooms.
- Ensure that there is always sufficient inventory.
- Adhere to the correct procedures for accurate food labelling and to monitor the temperatures in the refrigerated sections, reporting any issues immediately to the Grocery Store Supervisor.
- Follow all food safety and sanitation (MAPAQ) procedures.

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 if inventory is low.

Other Responsibilities

- Cut, peel and package fruits and vegetables.
- Maintain store cleanliness during off-peak periods.
- Help bag, box or wrap items at the front cashes during peak periods.
- Verify pricing as required.

- Resolve customer complaints. Escalate to the Manager as needed.
- Replace and assist colleagues in store and other NDC business locations as required.
- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform other duties as required.

EMPLOYMENT REQUIREMENTS

Education and certifications:

- Some high school

Experience:

- No experience is required

Knowledge and abilities:

- Customer focused and service oriented
- High attention to detail and accuracy

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 display cases.
- Lifting of stock, supplies and materials.

Employee's signature: _____ Date: _____

Supervisor's signature: _____ Date: _____