



RECEIVING TEAM MEMBER JOB DESCRIPTION

Purpose: To prepare the store for customers by cleaning shelves and stocking deliveries following established guidelines. Reports to Merchandising Manager.

RESPONSIBILITIES:

Customer Service

Treat people fairly, consistently and with respect. Ensure efficient, informative and friendly service according to established customer service vision and standards. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment. Ensure that communications are clear, direct and respectful. Ensure the integrity of Bluff Country Co-op's values in decision-making and interactions with others. Act as a model to all employees following the employee handbook. Provide attentive and courteous customer service

Receiving

Work with the Receiving Team to accurately, safely, and efficiently receive deliveries following established procedures. Follow FIFO (First In, First Out) procedures routinely when stocking product, checking dates when appropriate, discarding of expired items following established procedures. Clean shelves as you are stocking. Report product quality issues to the Receiving Team Coordinator. Stock Bulk Department items as directed by the Receiving Team Coordinator following established procedures.

Safety & Security

Ensure department's compliance with all state and federal food safety laws. Maintain department equipment in working order. Troubleshoot problems and arrange for repairs following established procedures. Assure department's compliance with all policies in the Co-op's Safety & Security binder.

QUALIFICATIONS:

Able to project a positive, personable attitude. Excellent customer service skills. Communication skills--clear directions, good listener. Regular, predictable attendance. Willingness and ability to learn to meet the changing requirements of the job. Point-of-Sale system experience.