Job Description

MWMW Position Title (type in CAPS): CUSTOMER SERVICE REP / CASHIER – Jubilee Food Market

Staff Group: □ Executive Staff □ Program Coordinator □ Operations/General Staff
□ Program Director □ Program Staff □ Administrative Staff
□ Retail Manager □ Retail Staff □ ________________

Immediate Supervisor(s): Store Manager, Jubilee Food Market; Executive Director

Immediate Subordinates: n/a

Status: □ Exempt □ Non-exempt Position Originally Created: 2016
Date Last Revised: same

Hours Per week: Part-time position. Store is open Mon-Sat 8am-8pm; Sun 11am-6pm, and occasional other hours for inventory.

General Summary: Jubilee Food Market provides basic food and other items through retail grocery store in urban food desert of North Waco.

Critical Functions and Responsibilities

1. Customer service. Greeting; assisting in selecting and locating merchandise; completing sales transactions on cash register; answering questions.

2. Assist in maintaining store appearance; cleaning; stocking and fronting merchandise on shelves.

3. Some lifting and moving of merchandise.

Additional Functions and Responsibilities – n/a

Requirements/Preferences

Minimum skills and knowledge required: Customer focus: Provides respectful customer service and works to improve the in-store experience.

Skills and knowledge preferred: 1. Developing potential: Able to recognize and communicate/coach developmental opportunities in self and in others.
2. Leads self and others to meet/exceed established results.
3. Strong organizational skills: able to perform multiple activities successfully; establishes clear goals and objectives and is effective at managing time/priorities.

Minimum previous experience required: Some retail or customer service experience.

Previous experience preferred: 2 years retail or customer service experience.

Minimum education required: High School diploma

Education preferred: Some college.

Minimum communication skills required: 1. Good communication and listening skills

Communication skills preferred: 1. Bi-lingual (Spanish) language skills

The functions and responsibilities contained above are not all inclusive. Other duties and requirements may be assigned.
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<thead>
<tr>
<th>Special training, certification or licensing required:</th>
<th>n/a</th>
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<tbody>
<tr>
<td>Behavioral, emotional, mental requirements:</td>
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<tr>
<td>1. Preference for Mature Christian with compassionate heart for the poor and marginalized</td>
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<td>2. Provide a calm presence when interacting with many types of personalities.</td>
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<td>3. Trustworthy, honest, has integrity.</td>
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<td>Other requirements:</td>
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<td>1. Ability to regularly list up to 40 lbs (and occasionally up to 55 lbs) from floor level to above shoulder height.</td>
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<td>2. Adequate fitness level to meet demands of frequent walking, standing, stooping, kneeling, climbing, pushing, pulling, and repetitive lifting, with or without reasonable accommodation.</td>
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<td>3. Ability to work a flexible schedule to include days, evenings, weekends and holidays.</td>
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<td>4. Able to maintain security protocols.</td>
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