



Job Description	
MWMW Position Title (type in CAPS): CUSTOMER SERVICE REP / CASHIER – Jubilee Food Market	
Staff Group:	<input type="checkbox"/> Executive Staff <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Program Director <input type="checkbox"/> Program Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> Retail Manager <input checked="" type="checkbox"/> Retail Staff <input type="checkbox"/> _____
Immediate Supervisor(s): Store Manager, Jubilee Food Market; Executive Director	
Immediate Subordinates: n/a	
Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> 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 dessert 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.

Special training, certification or licensing required: n/a	
Behavioral, emotional, mental requirements: <ol style="list-style-type: none">1. Preference for Mature Christian with compassionate heart for the poor and marginalized2. Provide a calm presence when interacting with many types of personalities.3. Trustworthy, honest, has integrity.	
Other requirements: <ol style="list-style-type: none">1. Ability to regularly lift up to 40 lbs (and occasionally up to 55 lbs) from floor level to above shoulder height.2. Adequate fitness level to meet demands of frequent walking, standing, stooping, kneeling, climbing, pushing, pulling, and repetitive lifting, with or without reasonable accommodation.3. Ability to work a flexible schedule to include days, evenings, weekends and holidays.4. Able to maintain security protocols.	

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