

Job Title: <u>Sales Clerk</u>	Department: <u>Store Operations</u>
Reports To: <u>Store Manager</u>	Date: <u>August 2015</u>
FLSA Status: <u>Non - Exempt</u>	Work Schedule: <u>As Assigned-Varies</u>
Weekends / Overtime may be necessary.	

Job Summary

This position is a customer service role which includes processing sales, interaction with customers and various inventory and administrative tasks. Good Customer service involves keeping a clean, presentable and well stocked store therefore clerks are expected to perform tasks as required to help maintain the stores stock levels and housekeeping.

A major expectation of this position is to uphold North Carolina laws regarding the sale of alcohol including full adherence to all responsible sale rules and regulations. Clerks are expected to conduct themselves in a professional manner at all times.

Job Duties and Responsibilities

A. Essential Functions

1. Delivers Outstanding Customer Service and Assistance

Promptly and courteously greets and serves customers per prescribed standards:

- Offers assistance locating products and/or identifying products or helping with selection of products as required. Engages with customers on the sales floor to facilitate the ease of their shopping experience.
- Ensures that customers that appear to be 30 years old or younger present appropriate ID to verify age and that people that are under the influence are not allowed to make a purchase. These interactions are to be professional and courteous at all times. Seek support from supervisor as required.
- Keeps up-to-date with product, category and industry information in order to offer superior customer service. Refers to in-store product guides and to product/general information websites (when feasible) in order to share information.
- Refers customers to several product ideas within a category and differentiates various products to aid customers in making selections.
- Always offers to search for out of stock items at other Durham ABC locations and/or offers to bring in products that are available.
- Actively seeks to resolve customer queries immediately and escalates any issues requires further assistance.
- Maintains composure and professional demeanor when handling difficult customer interactions or issues including “no sell” situations.
- Offers help to customers needing any special assistance, particularly elderly and handicapped, while always maintaining the security of the store and merchandise.

2. *Handles Sales Transactions*

Per standards prescribed by Durham County ABC training, checks for proof of age to ensure that sales are not made to persons under 21 years of age. Ensures that sales are not made to intoxicated persons. Is personally accountable for upholding NC laws with respect to the sale of alcohol and legally liable for infractions of these laws. After properly assessing whether a sale can be made, performs all tasks involved in properly executing sales transactions: including cash and credit card processing and recording. Recognizing if the quantity of purchase requires permits and or has other legislated restrictions.

3. *Inventory*

Receives, loads/unloads stock orders as required and records product and quantity matches on accompanying paperwork. Stocks storeroom and shelves according to manager's guidelines. Handles merchandise in a safe, orderly manner and maintains neat and orderly storeroom stock and supplies. Actively tidies up shelf stock throughout the sales day by fronting, facing, and dusting bottles. Replenishes store supplies as required.

Uses time wisely to restock store and makes note of out of stock items and communicates them to their supervisor.

Assist with inventory counting as required.

4. *Assists With Store Maintenance*

Looks for areas needing attention such as special cleaning, repairs, safety hazards, etc. and reports such areas to supervisor immediately. Cleans and neatens all interior and exterior areas of store including parking lot as needed or directed. Actively identifies and executes clean-up tasks during slow times and performs routine maintenance without reminders, supervision and follow-up. Performs needed clean-ups such as spills, hazards, soil tracks, etc. as soon as they occur.

B. Additional Responsibilities

Performs other related duties as assigned by supervisor or other DCABC managers.

C. Level of Supervision

Often performs under immediate supervision, working in the presence of a supervisor or in a position of close control. May be required to work without an immediate supervisor in which case decisions are expected to be consistent with policy and training and clerks are encouraged to escalate when uncertain on policy or procedure. Deviations from established guidelines should not be made without supervisor approval.

D. Instruments, Tools, Machines or Equipment Used

- Standard office equipment including computer software including POS hardware and software
- Hand trucks, box cutters and other warehouse equipment

Knowledge, Skills and Abilities

A. Minimum Learned Skills and Abilities Required

- Ability to gain working knowledge of laws and administrative policies governing alcoholic beverage retail store operations.
- Ability to accurately count cash.
- Ability to accurately apply basic arithmetic skills and maintain routine financial records.
- Ability to understand and follow oral and written instructions.

- Effective interpersonal and communication skills for working cordially and professionally with a wide variety of people including management, colleagues, and customers.
- Fluency in English is required; conversational proficiency in Spanish is considered a plus.

B. Minimum Education/Certification/License Requirements

- High school degree; GED
- Must be at least 21 years old

C. Minimum Experience or Length of Time Required

- Some experience in retail store sales is preferred.

D. Significant Physical Requirements for the Job

- See DCABC Physical Requirements sheet (attached)
- Minor facility clean up (interior/exterior) to ensure clean and neat appearance at all times

E. Work Environment and Working Conditions

- The position works primarily in a climate controlled professional retail environment. From time to time, position may be required to work in a warehouse environment and/or outside area. Employee may be required to travel on occasion using one's personal vehicle.

F. Organization Chart (Please attach the latest copy.)

Acknowledgements and Approvals

Employee Signature	(Print Name)	Date
Manager Signature	(Print Name)	Date
General Manager Signature	(Print Name)	Date