



## **Job Title: Retail Team Member**

Version Date: May 27<sup>th</sup>, 2022

<b>Classification:</b> Non-Exempt	<b>Department:</b> Retail
<b>Pay Type:</b> Hourly	<b>Reports to:</b> Retail Manager
<b>Position Type:</b> Part-Time OR Full-Time	<b>Schedule:</b> TBD

### **Job Summary:**

Rosemont's retail employees work hands-on with the finest grocery items, prepared foods, baked goods, fresh produce, and deli provisions available in the state. Retail employees are Rosemont brand ambassadors, providing attentive customer service by connecting guests to our products and our community mission. All retail employees contribute individually to Rosemont's operations and business goals. Specific shift duties and responsibilities will be set in conjunction with the Retail Manager, based on employment status, eligibility, skills, interests, and business needs.

### **Duties and Responsibilities May Include:**

#### Register/Customer Service:

- Greeting and offering assistance to all customers.
- Operating a cash register and facilitating accurate payment for goods purchased.
- Introducing customers to Rosemont Rewards programs, insider clubs, and promotions.
- Properly handling and packing purchased goods to preserve their quality and integrity.
- Answering customer inquiries and directing specialized questions and/or concerns to supervisors promptly.
- Providing attentive customer service and hospitality to guests on the sales floor and at the register.
- Following designated Standard Operating Procedures (SOP's) for opening and closing the cash register safely and accurately.
- Alerting the Retail Manager to all operational disruptions and equipment malfunctions at the register/POS system.
- Other tasks as assigned.

#### Grocery/Produce/Inventory Stocking:

- Following store SOP for filing invoices received with deliveries.
- Following store SOP for receiving deliveries and storing product.
- Restocking inventory shelves, displays, and cases to maintain Rosemont's product presentation standards.
- Following merchandizing directives of supervisors and Marketing Department.
- Assisting customers in locating products and providing recommendations as requested.
- Participating in routine inventory management practices and price changes as instructed by supervisors.

- Contributing to Quality Control by removing out-of-date or otherwise damaged products from inventory.
- Collaborating with supervisors and coworkers to continually enhance customer experience through creative initiatives such as in-store samples.
- Participating in routine cleaning and sanitation of high-touch surfaces, ready-to-eat foods cases, and self-serve stations.
- Following store SOP for opening and closing the market.
- Reporting any safety concerns and/or injuries to supervisors immediately.
- Other tasks as assigned.

Deli:

- Adhering to menu and handling instructions for any/all in-store food preparation.
- Following state and federal standards of sanitation, personal and tool hygiene, cross contamination, and food handling.
- Stocking deli cases and displays to maintain Rosemont's presentation standards.
- Answering customer questions and providing recommendations and product information as requested.
- Serving pre-packaged meats, cheeses, and provisions to customers from the deli cases.
- Cutting, weighing, wrapping, and pricing fresh sea food and deli meats to order.
- Other tasks as assigned.

**Required Skills/Abilities:**

- Ability to work collaboratively in a team environment.
- Strong customer service and communication skills.
- Ability to accept constructive feedback.
- Positive attitude and an interest in community building.

**Education and Experience:**

- Prior professional experience in a food service and/or retail business preferred.
- Prior knowledge or interest in local, organic, and/or specialty foods.

**Work Environment:**

- The specific hours of employment and locations of work schedule will be determined in conjunction with the Retail Manager.
- This is an in-person position, and all work will be carried out on-site at a Rosemont Market retail location, open to the general public.
- Moderate ambient noise levels.
- Attendance at trainings and certifications may be required.

**Physical Requirements:**

- Ability to lift 50 lbs. carton or bag.
- Ability to bend, lift, twist, squat, and reach.
- Ability to stay standing and active for the duration of a shift.

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*