

CASHIER

As a direct point of contact with customers, the Cashier plays an important role in developing customer loyalty and leaving a long-lasting positive impression. In addition to processing purchases and payments, the Cashier provides friendly, courteous, and helpful customer service and works to resolve any issues promptly and professionally. The Cashier must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals

Responsibilities include and are not limited to the following:

- Greet customers, provide customer service, and resolve any issues
- Establish or identify price of goods or services and calculate total payment required
- Weigh produce and bulk foods
- Receive and process payments by cash, cheque, credit card or automatic debit
- Wrap or place merchandise in bags
- Calculate total payments received at end of work shift and reconcile with total sales
- Verify the age and/or identity of customers as required based on Store policy
- Ability to work as part of a team

BAKERY, DELI, AND/OR FOOD SERVICE CLERK

As a direct point of contact with customers, the Clerk plays an important role in developing customer loyalty and leaving a long-lasting positive impression. In addition to preparing merchandise, the Clerk provides friendly, courteous, and helpful customer service and works to resolve any issues promptly and professionally. The Clerk must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Prepare and merchandize product (e.g. bake, slice, wrap, weigh, and price).
- Fill orders for customers or for shipment or delivery to customers
- Unpack products received by store and count, weigh, or sort items
- Use equipment to record incoming stock, verify pricing and maintain computerized stock inventory
- Stock shelves and display areas and keep stock clean and in order
- Direct customers to location of articles sought and/or obtain articles for customers
- Clean and maintain equipment. Sweep aisles, dust display racks and perform other general cleaning duties

PRODUCE CLERK

As a direct point of contact with customers, the Clerk plays an important role in leaving a long-lasting positive impression. In addition to stocking, displaying, and managing inventory, the Cashier provides friendly, courteous, and helpful customer service and works to resolve any issues promptly and professionally. The Clerk must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Merchandize area, and stock shelves and display areas and keep stock clean and in order
- Fill orders for customers or for shipment or delivery to customers
- Unpack products received by store and count, weigh, or sort items
- Use equipment to record incoming stock, verify pricing and maintain computerized stock inventory
- Direct customers to location of articles sought and/or obtain articles for customers
- Clean and maintain equipment. Sweep aisles, dust display racks and perform other general cleaning duties
- Greet customers, provide customer service, and resolve any issues

MEAT DEPARTMENT CLERK

As a direct point of contact with customers, the Clerk plays an important role in developing customer loyalty and leaving a long-lasting positive impression. In addition to preparing products and merchandise, the Clerk provides friendly, courteous, and helpful customer service and works to resolve any issues promptly and professionally. The Clerk must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Prepare and merchandize product (e.g. cut, slice, wrap, weigh, and price).
- Fill orders for customers or for shipment or delivery to customers
- Unpack products received by store and count, weigh, or sort items
- Use equipment to record incoming stock, verify pricing and maintain computerized stock inventory
- Stock shelves and display areas and keep stock clean and in order
- Direct customers to location of articles sought and/or obtain articles for customers
- Clean and maintain equipment. Sweep aisles, dust display racks and perform other general cleaning duties

GROCERY / FLOOR CLERK

Grocery and Floor staff play an important role in the efficient operation of the store, its performance, and compliance. Through delivery of their job duties, they help develop customer loyalty and to leave a long-lasting positive impression. As required, they provide friendly, courteous, and helpful customer service and work to resolve any issues promptly and professionally. They must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Fill orders for customers or for shipment or delivery to customers.
- Assist customers with parcels
- Receive, unload, and unpack products received by store and count, weigh, or sort items
- Use equipment to record incoming stock, verify pricing and maintain computerized stock inventory
- Stock shelves and display areas and keep stock clean and in order
- Direct customers to location of articles sought and/or obtain articles for customers
- Clean and maintain equipment. Sweep aisles, dust display racks and perform other general cleaning duties
- Clean and maintain the overall appearance of the store inside and out

DELIVERY DRIVER

Delivery Drivers play an important role in developing customer loyalty and leaving a long-lasting positive impression. In addition to fulfilling and making deliveries safely and efficiently, they provide friendly, courteous, and helpful customer service and work to resolve any issues promptly and professionally. They must be prepared to think, learn, and contribute all while consistently following applicable policies, procedures, and regulations, and modeling the store's vision and goals.

Responsibilities include and are not limited to the following:

- Operate vehicle in various road conditions in a safe and responsible manner and ensure the vehicle is clean, tidy, and well cared for.
- Follow pre-determined scheduled routes and operate the vehicle under control at all times in accordance with the company safety policies and procedures and highway rules and regulations.
- Load product properly in the vehicle. Ensure all orders are filled and shipped to customers accurately, meeting all food quality standards and processed in a timely manner to maximize efficiency and customer satisfaction. Deliver groceries to customers or business individual addresses, depending on order requirements. This may include stairs, elevators, or other requirements to get to customer location.

- Keep teams informed on the progress and offer feedback throughout route by reporting clear and accurate information, as required. Knowledgeable about services and promotes the business positively at all times.
- Review order with customer, review substitutions chosen on behalf of the customer and complete the return of any item not accepted on the hand-held device. Support any issues to resolution.
- Work cooperatively as a team with peers, completing other duties as assigned including working in store as required picking products and fulfilling online orders.