

Retail Sales Clerk

A Retail Sales Clerk plays a significant role in the day-to-day functionality of Sluys Poulsbo Bakery. Quality customer service is key. Our major objective is to satisfy our customers. Our customers are the most important single factor in our business. To keep our customers happy we offer "Top of the Line" quality product and service, while always maintaining cleanliness. Customers are the reason we are in business ... and you are here today!

Duties include:

- Helping customers in locating products in the store
- Giving product details and suggestions to the customer
- Ensuring that the displayed products in the store comply with all company standards
- Following standard operating procedures of the store
- Completing tasks assigned by the Shift Leader or Retail Manager, your supervisor
- Maintaining cleanliness and proper display of product in the store
- Assisting the customers in billing and packaging process at checkout
- Reporting loss and damage of products, customer feedback and complaints to the Retail Manager.
- Answer the telephone using proper phone etiquette
- Operating bread slicer and bagging equipment
- Work as a team with Production Staff in any situation to ensure Sluys Poulsbo Bakery standards of quality product and customer service. This includes and is not limited to assisting in prep for product display, filling or icing products
- Additional duties to include but not limited to sweeping, mopping, stocking paper goods, dish pit, garbage, helping customers to vehicle with product and other duties as assigned by shift leader or Retail Manager
- Abide Health and Safety Standards
- Abiding the rules in the Employee Handbook

Skills and Specifications:

- Must be able to lift 50 lbs
- Must be able to work efficiently and effectively on an independent basis, without constant supervisory direction, during entire shift.
- Must be able to work in a *close* environment, i.e. walk-in freezer/refrigerator with door closed
- Possess good written and verbal communication skills
- Possess interpersonal skills for interacting with customers and understanding their requirements
- Possess the ability of working in a team and meeting assigned targets

Education and Qualification:

- must be 18 years of age
- Posses a current Food Handler's Certificate, issued by the State of Washington Department of Health.
- Posses basic math and reading skills