

MIXED BEVERAGE CLERK/Driver

Title: Mixed Beverage Clerk/Driver	FLSA Status: Non-Exempt	Shift: As Assigned - Varies
Reports to: Mixed Beverage Operations Manager	Department: Mixed Beverages (MXB)	Employment Status: Full time
Supervisory Responsibilities: No	Location: Durham, NC	Date Created/Last Evaluated: August 2024

Summary

Mixed Beverage Clerk is a customer service role which includes processing sales, receiving, storing, and distributing products and supplies and routinely maintaining the appearance and functionality of the vehicles. This role will also include various inventory and administrative tasks. Good Customer service involves keeping a clean, presentable and well stocked vans therefore clerks are expected to perform tasks as required to help maintain the vans 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.

Minimum Qualifications

- High School Degree; GED.
- A valid NC Driver's license and a safe driving record.
- Commercial driving experience preferred.
- Some experience in retail store sales is preferred.
- Ability to understand and follow oral and written instructions.
- Ability to gain working knowledge of laws and administrative policies governing alcoholic beverage retail store operations.
- Ability to discern product codes and names and complete various inventory forms.
- Some experience in the acquisition, issuance and inventory of stock practices and supplies preferred.
- Ability to count and inspect a variety of materials accurately and thoroughly. Math skills required to analyze accurate quantities.
- Effective interpersonal and communication skills for working cordially and cooperatively with a wide variety of people including Durham County ABC management, staff, and customers.

Essential Functions

- Delivers liquor and supplies from the warehouse to MXB customer locations. Product distribution and handling must be done accurately, safely and efficiently.
- Verifies the accuracy of receipts and deliveries of liquor shipments by matching physical quantities against written lists
- Performs routine vehicle cleaning and maintenance tasks as directed.
- Offers assistance locating products and/or identifying products or helping with selection of products as required. Engages with customers to facilitate the ease of their delivery experience.
- 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.
- Assists with periodic inventory counts, performing tasks as directed.
- **Recognizing if the quantity of purchase requires permits and or has other legislated restrictions.**
- Accurately prepares inventory for distribution to MXB customers by reviewing MXB orders, identifying products in warehouse, picking and loading appropriate quantities.
- Performs other related duties as assigned by the Mixed Beverage Operations Manager.

Physical Demands

Physical ability to frequently lift, stack and move substantial quantities of heavy items, with weights of approximately sixty (60) pounds each Be able to travel to different sites.

Work 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.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time. Furthermore, Durham ABC fosters a diverse, equitable and inclusive (DEI) environment for all employees. Our expectations are for all employees to understand our vision as it relates to DEI and we encourage employees to be engaged in any organizational DEI initiative and bring any concerns to management.

Acknowledgements and Approvals

Employee Signature

(Print Name)

Date

Manager Signature

(Print Name)

Date

General Manager Signature

(Print Name)

Date
