Sales Clerk

Title: Sales Clerk	FLSA Status: Non - exempt	Shift: As Assigned-Varies Weekends /Overtime may be necessary
Reports to: Assistant Store Manager/Store Manager	Department: Store Operations	Employment Status: Full -Time /Part- Time
Supervisory Responsibilities: No	Location: Durham, NC	Date Created/Last Evaluated: April 2021

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 an efficient and ethical manner at all times.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

- High school degree; GED required
- Must be at least 21 years old
- 6 months in retail store sales is preferred.

Knowledge, Skills and Abilities

- Ability to gain working knowledge of laws and administrative policies governing alcoholic beverage retail store operations.
- Ability to accurately count cash and close out store register for end shift in absence of Store Manager.
- Ability to accurately apply to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals 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.

Supervisory Responsibilities

N/A

Essential Functions

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 and not excessive 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 calm 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.

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.
- 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.
- Recognize if quantity of purchases require permits and or has other legislated restrictions.

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.

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.***

Additional Responsibilities

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

Physical Demands

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

Work Environment

- 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.

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.

Acknowledgements and Approvals

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