

Kasson Position Description

Classification: Liquor Store Clerk

Department: Municipal Liquor Store

Reports to: Liquor Store Manager

FLSA Classification: Hourly/Non-Exempt

Pay Grade: 2

Date of last revision: April 11, 2018

Position Summary

This position is responsible for the retail sales of liquor, beer, wine, ice, mixes and other stock items in a manner which maximizes return to the City and complies with all applicable laws and regulations. This position must stock, restock, and display inventory in a manner which provides an orderly store and helps minimize thefts.

Essential Duties and Responsibilities

Provide excellent customer service

- Verifies age identifications of customers as appropriate, determines those who are legal to purchase from the store, and refuses service to those who are not legally of age or already appear intoxicated;
- Answers customers' questions or advises them on brands, container sizes, prices and uses, transacts the sales in a timely and correct manner, and packages goods for the customers, assisting them as appropriate with big or bulky purchases;
- Develops and maintains a good working knowledge of all City and municipal liquor store policies and procedures to help ensure compliance with such policies and procedures by all personnel;
- Develops respectful and cooperative relationships with co-workers, the public and outside vendors which helps establish and maintain Kasson's reputation as a well-managed City.

Manages Store Inventory and Appearance

- Checks the shelf inventory regularly, restocking as required and maintaining the store in a clean, orderly condition for the safety and shopping ease of customers;
- Ensures that all marking and pricing of the inventory is done correctly, and spot-checks inventory regularly to minimize any discrepancies;
- Verifies accuracy of deliveries and ensures that all goods delivered are correctly placed in the storeroom or on the shelves and logged to the inventory.

Assists Liquor Store Manager

- Confers regularly with the Manager to discuss any problems and/or develop creative ways of increasing business;
- Balances the cash drawer, register tapes, and calculates the daily deposits and is responsible for completing bank deposits;
- Keeps the Manager informed of all important matters, and performs additional job-related duties as scheduled or assigned by the Manager or in-charge Clerk.

Provides excellent customer service and high-quality service levels

- Other duties as assigned or apparent;
- Must be able to work independently;
- Develops and maintains a good working knowledge of all City and department policies and procedures to help facilitate compliance with such policies and procedures by all assigned personnel;
- Develops respectful and cooperative relationships with colleagues, the public and outside vendors to help establish and maintain Kasson's reputation as a well-maintained City;
- Deal directly with customers and residents to provide information in response to inquiries, concerns or requests about City services in a respectful and helpful way to establish and maintain Kasson's reputation as providing high-level of customer satisfaction.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the City. It is expected that this position be fully-qualified

and meet performance expectations. Individuals must be able to perform every essential function. Reasonable accommodations may be made to enable individuals with disabilities to perform all essential functions established for this position.

Qualifications

Education: Requires a High School Diploma or GED and six months' retail experience

Requirements:

- Must be able to obtain and maintain server training;
- Must be able to read, write and communicate directions, ideas, concepts and desired outcomes in an effective and professional manner;
- Must be available for work during evenings, weekends, holidays, special events, and when coverage is needed due to illness or absences;
- Must be able to work independently;
- Must have the ability to make sound judgments on when and when not to transact sales is key to compliance with applicable laws and City policies;
- Must have the ability to understand and follow oral and written communications;
- Must have the ability to establish and maintain effective working relationships with associates and the public.

Physical Demands and Working Conditions

Primarily inside work, some of which is in a refrigerated area. Outside when assisting the customer with a large or bulky order and/or doing outside work around the facility.

- Regularly requires the regular exertion of up to 25 pounds of force, frequent exertion of up to 50 pounds of force and occasional exertion of up to 150 pounds of force;
- Regularly requires standing, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting and occasionally requires sitting and tasting or smelling;
- Requires vision to be sufficiently good to monitor store operations, transact sales, verify ages and stock / restock inventory;
- Must have the ability to resolve difficult or tense situations after deciding not to transact a sale is very important to protect the City from liability and maintain compliance with applicable regulations and laws.

Equipment Utilized

- Regularly use computer, adding machine and cash register.
- Must use two-wheeled cart for moving inventory.
- Must demonstrate working knowledge of Microsoft Office and City software necessary to complete essential job functions.