

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 but not limited to:

- Reports Directly to Retail Manager or Retail Manager's Assistant
- Helping customers in locating products in the store
- Assisting the customers in billing and packaging process at checkout
- Giving product details and suggestions to the customer
- Answering the telephone using proper phone etiquette
- Following standard operating procedures of the store
- Completing tasks assigned by the Retail Manager, Retail Manager's Assistant, or Shift Lead
- Maintaining cleanliness and proper display of product in the store
- Keeping Retail Store stocked with product
- Keeping Retail Store stocked with packaging and supplies
- Preparing Product for the Retail store by glazing, icing with cream cheese, filling or dipping following procedure to ensure uniform product
- Preparing Product for the Retail Store by panning, packaging and dating items
- Decorate doughboys, happy face cookies and write on cakes
- Report any repair or maintenance needs in Retail area to Retail Manager or Retail Manager's Assistant
- Report any broken items that need replacing to Retail Manager or Retail Manager's Assistant
- Report any pest control issues immediately to Retail Manager or Retail Manager's Assistant
- 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
- Prepare drip coffee for customers as needed(if over 18 years old)
- Operating bread slicer and bagging equipment(if over 18 years old)
- 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 Customer Service oriented
- 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 16 years of age
- Possess a current Food Handler's Certificate, issued by the State of Washington Department of Health.
- Possess basic math and reading skills

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