

City of Alexandria

Position Description

Sales Associate/Retail Clerk

Department:	Liquor Store
Grade/Points Classification:	1/105
Reports to:	Liquor Operations Manager and/or Assistant Liquor Store Manager
FLSA Status:	Non-Exempt

OBJECTIVE

This position provides knowledgeable and courteous customer service while attending to other assigned duties of the liquor store including customer public relations, selling, stocking, merchandising and general store maintenance.

SUPERVISION RECEIVED & EXERCISED

- Works under the general supervision of the Liquor Operations Manager and or designee
- No supervision exercised

ESSENTIAL FUNCTIONS

To perform this job successfully, an employee must report to work on a timely and regular basis and be able to perform each essential function. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be assigned.

The duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Operates computerized cash register, sells liquor store products and merchandise, makes change, packages and carries out merchandise for customers and closes out tills at end of shift
- Assists customers in selection of merchandise, provides advice on product utilization, responds to inquiries and directs to appropriate section of store
- Verifies age identification of customers, develops good public relations with customers and maintains surveillance for security, safety and protection of store assets
- Dusts and cleans shelves and bottles, stocks shelves and maintains the overall appearance of the store
- Restocks store shelves and cooler, brings replacement stock from the storeroom, marks prices on items, and arranges shelves in an orderly and attractive manner
- Unloads and counts incoming freight products and compares against bill of lading
- Transports freight to proper storage area and follow established methods and procedures for rotation and storage of freight
- Performs electronic data entry including but not limited to: entering of new items, pricing changes, inventory changes and backups
- Assists in training and providing direction to new staff members/sales associates
- May be assigned to provide work direction to evening and weekend employees in the absence of Liquor Store Manager

MINIMUM QUALIFICATIONS

- High School Diploma
- Must be 18 years of age or older
- Some retail sales experience
- Experience operating a computerized cash register
- Must pass background investigation including consumer report
- Valid Driver's License

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PREFERRED QUALIFICATIONS

- Previous experience with municipal retail liquor operations
- Two (2) years of retail sales experience
- Some college coursework completed
- Hotel, Restaurant or Convenience Store Experience
- Experience with sales and marketing

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Attendance is an essential function of this position (shifts vary day, evening and weekends – based on store needs)
- Knowledge of proper methods of meeting and serving the public
- Knowledge of acceptable identification and ability to enforce MN laws relating to underage sales
- Working knowledge of liquor store stocking and sales techniques
- Ability to greet customers in an effective and courteous manner
- Ability to establish and maintain effective working relationships with other employees and the general public
- Ability to operate a computerized cash register, make change and balance out a cash drawer
- Ability to greet customers; be friendly, professional, polite and helpful in dealing with customers and employees
- Ability to represent the City in a positive and professional manner at all times
- Ability to enforce all store policies and applicable laws
- An individual who is honest and trustworthy

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

The physical demands listed on the attached physical activity requirements and work environment sheet are representative of those that must be met by an employee to perform the essential functions of this job successfully.

ADA CONSIDERATIONS

The City of Alexandria is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Director.

NON-DISCRIMINATION STATEMENT

The City of Alexandria will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, status with regard to public assistance, membership on a local human rights commission or any other legally protected class or status.

ACKNOWLEDGMENT

I have read the requirements for this position and am able to perform all essential functions and physical demands associated with this position.

Print Name

Date

Signature

CITY OF ALEXANDRIA – Physical Activity Requirements & Work Environment
Sales Associate/Retail Clerk

This physical activity form is not meant to include every task expected to be completed in any position, but rather it is representative of typical physical activity encountered in normal operations of the employee.

Motor/Mental Ability	VI	O	F	C	Environment & Hazards	VI	O	F	C	Physical Demands	VI	O	F	C
Reading			X		Work With Others				X	Sitting		X		
Writing		X			Work Alone			X		Standing				X
Mathematics			X		Shift Work		X			Walking			X	
Reasoning				X	Extended Day			X		Running				
Problem Solving			X							Lifting			X	
Attentiveness/Concentration				X						Balancing (walking on uneven surfaces)	X			
Talking/Hearing				X						Carrying			X	
										Bending At Waist			X	
					Extreme Noise	X				Climbing	X			
Freedom to Act			X		Confined Areas					Repetitive Hand Motion			X	
Guidance Available			X		High Places	X				Twisting Upper Body			X	
Provide Work Direction	X				Works Indoors				X	Reaching			X	
Provide Supervision					Works Outdoors (acute weather conditions)	X				Kneeling		X		
					Dust/Dirt		X			Driving (foot controls)			X	
					Mechanical Hazards					Crouching/Squatting/Stooping		X		
					Electrical Hazards					Crawling				
Interaction With Other Staff Within Department				X	Explosive Material Hazards					Use arm muscles over extended period			X	
Interaction With Other Staff Outside Department			X		Chemical Hazards					Use leg muscles over extended period		X		
Interaction With The Public				X	Fumes/Gases					Over shoulder height work		X		
					Infectious Materials					Stationary desk or bench work with neck bent forward			X	
					Stressful Situations	X				Use hand or finger dexterity to handle, feel, operate and/or manipulate objects, tools, controls, or equipment			X	

Demand Codes:

- Blank = Not Applicable or Not Present, does not occur
- VI = Very Infrequent, 0-2 times per week, but does occur
- O = Occasional, up to 33% of the time at work
- F = Frequent, up to 67% of the time at work
- C = Constant, up to 100% of the time at work

CITY OF ALEXANDRIA – Physical Activity Requirements & Work Environment
Sales Associate/Retail Clerk

Weight Lifted in Pounds	VI	O	F	C	Weight Carried in Pounds	VI	O	F	C
Manual					Manual				
0-10				X	0-10			X	
11-25			X		11-25		X		
26-50		X			26-50				
51-75					51-75				
76-100					76-100				
101-150					101-150				
151+					151+				
Mechanical (Lifts/Wheels)					Mechanical (Lifts/Wheels)				
0-10			X		0-10				
11-25			X		11-25				
26-50			X		26-50			X	
51-75			X		51-75				
76-100		X			76-100				
101-150		X			101-150				
151+		X			151+				

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Comments: _____

