

# Job Title: Retail Sales Clerk

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**Department:** Wall Locker (WL)  
**Reports to:** Retail Sales Manager  
**FLSA Status:** Non-exempt  
**Age Requirement:** 18+  
**Workweek:** Fluctuating days, hours, weekends, holidays  
**Effective Date:** January 2024



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## **Job Description**

### **Summary**

The **Retail Sales Clerk** obtains or receives merchandise for customers, totals bill, and accepts payment. He/she keeps the retail store attractive and stocked.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

To perform daily and per shift: process proper paperwork to document the amount of sales, currency, and credit card transactions; balance register back to original amount, record and deposit cash/checks in safe.

Obtain merchandise requested by customer or receive merchandise selected by customer.

Answer customer's questions concerning location, price, and use of merchandise.

Stock shelves, counters, coolers and tables with merchandise and maintain appearance.

Stamp, mark, or tag price on merchandise.

Bag merchandise for customers.

Determine total price of purchase including applicable discount and accept payment.

Keep record of sales and help prepare inventory of stock for orders.

Clean shelves, counters, coolers, and tables. Sweep/mop floors; empty trash.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies** - To perform the job successfully, an individual should demonstrate the following competencies:

Continuous Learning - Seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; develops alternative solutions; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Communications - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; able to read and interpret written information.

Conflict Resolution - Maintains objectivity; keeps emotions under control.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Sales Skills - Maintains customer satisfaction; maintains records and promptly submits information.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time; stays for the duration of scheduled shift.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner; works quickly.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty 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.

## **Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

## **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

## **Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

## **Computer Skills**

To perform this job successfully, an individual should have knowledge or acquire knowledge of Word Processing; Excel Spreadsheet; Inventory Gun; Inventory software: and current POS software system being used.

## **Certificates, Licenses, Registrations**

On-the-Job training and attend training as required to work for CDEC.

Anti-Terrorism Awareness Certificate. Valid Driver's License when operating CDEC vehicles.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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**Acknowledgement**

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described herein, under any and all conditions as described.

Employee Signature \_\_\_\_\_

Printed Name \_\_\_\_\_ Date \_\_\_\_\_