



MARKET EXPRESS

JOB DESCRIPTION

Job Title: Floor Associate	Date Prepared: July 2021
Department: Store Sales	Location: Allendale, MI
Supervisor: Store Manager	

JOB PURPOSE:

Ensure products are available to customers by maintaining stock on shelves and in inventory areas.

KNOWLEDGE AND EXPERIENCE:

- Progress toward a high school degree or GED is required. Enrolled students must obtain appropriate work authorization.
- Basic math skills are necessary.
- Must be able to read and apply company procedure documents.
- Good interpersonal skills are necessary in order to greet customers and provide information in an accurate and courteous manner.
- Must be able to work in a team environment.
- Must be able to handle multiple tasks accurately and courteously.
- Must be able to complete company-sponsored training and required updates within specified training periods.
- Physical Requirements: Requires ability to lift up to fifty (50) pounds throughout a normal shift, moving and stacking merchandise, cleaning, sweeping, shoveling snow, and being able to stoop, bend, and stand for extended periods of time. Must be able to work inside coolers to maintain inventory. Must be able to ascend and descend a five-foot step ladder safely.

MAJOR DUTIES:

Major Duties / Responsibilities	% of Time
1. Replenish inventory on store shelves and coolers. Ensure shelves are neat, stock is facing correctly and rotated on shelves when re-stocking.	40%
2. Move inventory into and out of storage areas. Stack inventory correctly.	20%
3. Replenish beverage stations. Check for cups, lids, straws and other supplies. Clean up any spills. Replace syrup dispensers as necessary.	10%
4. Clean inside areas as directed. Mop floors, empty trash and sort bottle returns. Ensure appearance of store is neat, clean and appealing to customers.	10%

5. Greet customers and respond to inquiries in a courteous manner. Provide assistance or answers questions as needed.	5%
6. Clean outside areas as directed. Sweep entrances, shovel snow as needed. Replenish supplies at fuel stands.	5%
7. Follow all company policies and procedures, including safety procedures. Complete required training within specified training periods.	10%

PRINCIPAL CHALLENGES:

Typical Problems:

Ensuring enough stock is on shelves during busy periods. Recognizing when stock should be moved from storage areas to retail areas during busy periods.

Most Complex Problems:

Moving inventory into and out of storage areas safely.

DECISION MAKING AUTHORITY AND RESPONSIBILITY:

Typical decisions (total authority)

Follows company procedures to ensure stock is displayed correctly on shelves.

Other decisions (referred for approval)

Receives daily work direction from the Store Manager or Senior Customer Service Associate.