



Job Description

Job Title: Front Counter Associate

Status: Hourly, Seasonal

Reports To: Storefront Manager

FLSA Status: Exempt

SUMMARY

This position is designed to meet the seasonal daily needs of the business throughout the year. This position is responsible for working directly under the Storefront Manager as the full time seasonal “face” of our front counter. Primary responsibilities include assuring a positive and sales oriented environment, providing exemplary customer service, and maintaining a well stocked and organized retail area. This position does not have any direct responsibilities in the bakery/kitchen, however assistance in these areas may be required. The main objective of this position is to create a warm and inviting environment for the store’s customers while also maintaining an organized workspace.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties will be assigned.

1. Offer warm and welcoming service to all Good Hart General Store customers.
2. Assure a well stocked, creatively displayed, and continually clean retail space.
3. Assist with rotating displays as needed.
4. Assist with receiving merchandise as needed.
5. Assist with daily accounting as needed.
6. Provide a sales focused yet relaxed up selling environment with the goal of additional store sales.
7. Assist with Post Office operations as needed.
8. Maintain the operation of all office equipment and acquire a complete understanding of all equipment as well as its replacement accessories.
9. Comply with the Good Hart General Store appearance standards.
10. Comply with the Good Hart General Store Operations Manual and all procedure manuals.
11. Assist in keeping the store restroom clean and stocked.
12. Assist with assuring a clean and organized back stock area for all merchandise.
13. Provide accurate information to customers on the store’s operation including website content, contact information, customer tracking, real estate services, etc.

14. Assist in effectively processing phone and Internet orders and confirm that orders are shipped properly.
15. Operate office equipment including, but not limited to adding machines, fax/copiers, multi-line phone system with call waiting, cash register, computer, age verification machine, and credit card processor.
16. Assist with all functions of the Graham Real Estate Good Hart operation.
17. Assist with the execution of special events such as the DALMAC bike event, special luncheons and group functions.
18. Other duties as assigned by the storefront manager and/or Carolyn Sutherland.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities for this position.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily as listed above. These requirements 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. A demonstrated ability to follow directions and complete assigned tasks with a minimum of instruction and supervision is essential. Work hours and schedules vary each week; weekend days and holidays will be included in the work schedule.

Required:

1. Excellent interpersonal and guest service skills.
2. Positive, energetic attitude accompanied by a smiling and happy demeanor.
3. Ability to multi-task.
4. Ability to work independently without much supervision.

Preferred:

1. Demonstrated knowledge of basic accounting skills.
2. Previous experience handling money and/or working as a sales associate.
3. Previous experience working directly with the general public.
4. Intermediate computer skills (IE Office, email, social media sites).
5. Basic kitchen and food preparation skills.
6. Previous retail experience.

EDUCATION and/or EXPERIENCE

Graduation from high school is required for this position. Graduation from an accredited college or university is preferred, but not required. Experience in a retail and/or food service environment is preferred.

LANGUAGE SKILLS

1. Ability to read and comprehend manuals as well as written and oral instructions.
2. Ability to provide concise, accurate daily reports on sales transactions and operations.
3. Ability to communicate effectively and professionally.

MATHEMATICAL SKILLS

1. Ability to count, make change and to manage and balance a cash drawer are required for this position.
2. Ability to read and comprehend the measurements for ingredients in food preparation are required for this position.

REASONING ABILITY

1. Ability to solve complex problems with sensitivity and diplomacy, while displaying excellent guest service skills.
2. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
3. Ability to interpret a variety of instructions furnished in written or oral form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by any team member to successfully perform the essential functions of this job. While performing the duties of this job, the team member is regularly required to talk or hear. The team member frequently is required to reach with hands and arms. The team member is often required to stand, walk, stoop, kneel, crouch, or crawl. The team member must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. While performing the duties of this job, the employee may occasionally be exposed to moving mechanical parts, fumes, and/or airborne particles. The noise level in the work environment is usually moderate. Pace is fast and store is not climate controlled.