

Saver Group, Inc. Job Description – Tobacco Clerk

**Reports to: Tobacco Manager
Store Manager**

**Hourly Position
(May Vary by Store)**

Note: This document describes the major responsibilities of the Saver Group Tobacco Clerk. Management reserves the right to assign other duties as required to insure efficient store operations.

General Qualifications:

- Retail experience preferred.
- Must have a customer service orientation and willingness to deal with people daily; ability to keep smiling even when customers complain.
- Able to perform basic accounting functions; degree of computer literacy required.
- Ability to count money and make accurate change.
- Ability to arrive at work on time.
- Ability to self-motivate to get the job done/ Ability to work without supervision.
- Ability to work flexible schedules – (seven day a week operation with weekend and evening hours.)

Essential Functions/Job Responsibilities:

- Customer Service – Acknowledge the customer with a smiling face and remember that the customer always comes first. Develop an overall awareness of where products are and assist customers who are looking for products. Always make our customers know that they are important and special to us. Handle all customer questions and concerns.
- Balance bank deposits with the cash register daily.
- Complete all required reports and/or checklists on a daily basis.
- Replenish stock on a semi-weekly basis
- Stock shelves as needed.
- Insure that the tobacco section is clean and neat at all times.
- Respond to customer requests for products that we don't carry. Make Tobacco Manager and/or Tobacco Supervisor aware of requests.
- Suggestively sell products to customers; be aware of both fast and slow moving items and recommend as appropriate.
- Take checks only for the amount of purchase.
- Be aware of the potential for theft of both products and money; be aware of the "quick change artist" who may come through the check out lane. Cashier's responsibility is to make the manager aware and not confront the suspected thief. When in doubt, always call the manager.

Tobacco Clerk

Effective, November, 2010

- Balance cash drawer at the end of each shift worked.

Environmental Conditions/Physical Requirements

- Lengthy periods of standing required.
- Work in a tobacco environment.
- Stay busy when customers are not in the store.
- Must be able to lift 20 - 30 lb. boxes of product.
- May have to lean, stretch and reach through the Drive-Through Window used by customers.

Acknowledgement:

I have read and understand the description of the Tobacco Clerk position in Saver Group, Inc. I understand that the essential functions/responsibilities must be performed on a regular basis unless otherwise stated by the Tobacco Manager or Store Manager. Management may also assign other duties as needed for efficient operations. I am able and agree to perform the essential functions/responsibilities as outlined in the description.

Signature, Applicant/Employee

Date

Witness, Saver Group, Inc