JOB DESCRIPTION

| **Title** | STORE CLERK |
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| **Reports To** | [insert title] |

**Job Purpose**

The Store Clerk is responsible for providing exceptional customer service, processing sales transactions, and maintaining a clean and organized store environment. This role may also include tasks related to product cleaning and basic repair, depending on the industry. The Store Clerk will assist customers with their purchases, answer inquiries, and ensure an efficient and pleasant shopping experience.

This position requires attention to detail and a high level of accuracy. The successful candidate will be proactive in keeping the store well-maintained and will demonstrate a commitment to customer satisfaction and effective problem-solving.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Greet customers and assist with purchases.
* Process payments using the point-of-sale system, ensuring accuracy in prices and quantities.
* Maintain the cleanliness and organization of store displays and checkout areas.
* Perform basic cleaning and repair of products relevant to the store’s focus (e.g., electronics, clothing, tools).
* Troubleshoot minor issues related to products and escalate complex problems to specialized staff or service partners.
* Maintain stock levels and restock shelves as necessary.
* Balance cash drawer and reconcile transactions at the end of each shift.
* Answer customer inquiries regarding product features, promotions, and item locations.
* Assist with inventory management, including periodic stock checks and reporting.
* Perform additional tasks as assigned by the supervisor.

**Key Qualifications**

* High school diploma or equivalent.
* X years of experience in a customer service or retail environment.
* Previous experience with electronics, such as basic repairs or troubleshooting, is preferred.
* Familiarity with cash registers and point-of-sale systems is an asset.

**Core Competencies**

* Strong customer service skills and a friendly, helpful demeanor.
* Basic knowledge of electronics and minor repair techniques.
* Excellent communication skills.
* Organizational skills with attention to detail.
* Ability to multi-task in a fast-paced environment.
* Customer service oriented.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* Tasks may involve standing and walking for long periods, and lifting up to XX pounds.