

## Job Description



### Personal Shopper

#### Position Description and Essential Functions

The Personal Shopper acts as the strongest impression with each guest utilizing delivery and pickup services. As the main contact for the entire transaction, this position must exude exceptional customer service, doing what is needed to make every guests' service request a welcoming, helpful, accurate, and convenient experience. This position is required to be friendly and offer exceptional service, meeting the service expectations of the organization.

#### Job Requirements

- Actively monitor order system to ensure orders are scheduled and delivered to the customer accurately and timely
- Assist Pricing Coordinator and Store Director in management and organization of inventory in the order system and back storeroom
- Pick items quickly, safely, efficiently, and accurately
- Accurately tender transactions
- Abide by all local and state laws regarding alcohol sales
- Bag groceries properly, neatly, and quickly
- Provide carryout and delivery service (as applicable); Every guest should have his or her order carried or carted out and put in his/her vehicle
- Gather shopping carts from the parking lot, return to indoor cart corral, and maintain clean and orderly cart corral area
- Assist in maintaining stock levels by cleaning and facing products forward
- Sweep and mop floors; General housekeeping duties, as assigned
- Return shop-backs and other products to their proper location
- Conduct price checks for cashiers as needed
- Acknowledge and welcome every guest as they enter the store; greet guests within six feet within the store, and acknowledge and thank every guest within ten feet as they depart the store
- Assist in the prompt cleanup of spills
- Assist fellow employees with projects, as requested
- Provide excellent guest service
- Handle all guest complaints in an appropriate, timely, and documented (if required) manner

Reports to Store Director

\* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives changes, so too may the duties of this position.