

JOB DESCRIPTION – CREW MEMBER

FLSA: Non-exempt

General Summary:

To ensure customer satisfaction by handling each customer with the eye's, hi's and help. To ensure each customer has a positive shopping experience and to remember that the customer is the top priority.

Essential Function:

- operate a cash register including cash transactions, checks, charges
- follow company policies and procedures regarding cash register performance
- request additional help when needed to increase customer satisfaction
- greet each customer using the eye's, hi's and help at all times and assist customers with their questions, problems and complaints
- price merchandise utilizing price guns
- store cleanliness: break area and rest rooms; vacuum; dust/face; clean windows; rubbish removal; exterior maintenance; sweeping
- stock shelves
- complete price changes: document counts, utilize price guns
- answer the telephone using the appropriate greeting
- process photofinishing orders
- maintain check-out area: fill register supplies, bags; wipe counter tops; fill cigarettes
- issue rainchecks when requested
- react to potential shoplifters following company guidelines
- maintain customer/patient confidentiality

Marginal Functions:

- maintain card department: order, stock, inventory, signing
- maintain cosmetic department/units: clean, stock, set displays, sign, prepare returns (UPP system)
- reset departments/endcaps following POGs
- display and sign weekly, promotional and seasonal merchandise
- prepare damages: document counts and item numbers, seal trays
- in-store signing, including: shelves, displays, dump baskets, windows, ceiling
- assist Pharmacy personnel when needed
- complete minor in-store repairs i.e., carriage poles, change light bulbs
- work out reserve stock
- assist customers with large purchases (taking out to vehicle)
- unload and load trays/cases - 35 pound maximum to a height of 4 feet
- move trays/cases from one location to another

Disclaimer:

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Approvals:

Human Resources	Date	Line or Staff Management	Date
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Last Updated: January 2009