

Checkout and Service Host Team Associate

This position is responsible for assisting in the operation of a department. An individual in this position will be expected to perform additional job related responsibilities and duties throughout the facility as assigned and/or as necessary.

Essential Functions

An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.

Complies with company policies, procedures, and standards of ethics and integrity by implementing related action plans; using the Open Door Policy; and applying these in executing business processes and practices.

Completes work assignments and priorities by using policies, data, and resources; collaborating with managers, co-workers, customers, and other business partners; identifying priorities, deadlines, and expectations; carrying out tasks; communicating progress and information; determining and recommending ways to address improvement opportunities; and adapting to and learning from change, difficulties, and feedback.

Provides customer service by acknowledging the customer; identifying customer needs; assisting with purchasing decisions; locating merchandise; resolving customer issues and concerns; promoting products and services; operating equipment, such as cash registers and related tools, to process customer purchases using appropriate procedures for different payment types and items sold; maintaining a safe shopping environment; and appropriately representing and supporting the company's mission.

Receives, stocks, and organizes merchandise and supplies from distribution centers and suppliers throughout the facility by managing inventory flow; following company policy and procedures for utilizing equipment appropriately; merchandising; working inventory exceptions; correcting shelf capacities; and completing and retaining required paperwork, logs, and other documentation.

Maintains the front end service area in accordance with company policies and procedures by assisting customers with transporting items; loading merchandise into customer vehicles; processing merchandise returns, refunds, exchanges, and warranty repairs; assisting customers with self-checkout (SCO's); encouraging customers to use self-checkouts; explaining functionality of the registers and current updates; keying items Universal Product Code (UPCC), suspending transactions, and completing transactions as needed; operating, cleaning, maintaining, and trouble-shooting equipment (for example, cash recycler, register) and related tools to process currency (for example, accounting records, files, customer transactions) using appropriate procedures for different payment types and items sold (All stores except those in Alaska and Hawaii); locating out-of-stock merchandise for customers; returning merchandise to appropriate departments; removing damaged or out-of-date goods; setting up, cleaning, and organizing product displays; keying price changes and updating signage; striving to meet front-end performance goals; and monitoring the area of shrink, security risks, and safety.

Supports store operations by executing daily workload and processes; following One Best Way (OBW) standards and procedures; participating in team meetings to learn daily and weekly objectives; communicating with team leads to understand daily priorities; training with academy trainers to enhance and develop skills; and escalating business area issues or needs to facility leadership.

Leadership Expectations

An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.

Judgment: Make Effective Choices : Uses policies, procedures, and/or guides to make good choices. Uses data and facts in order to make day-to-day decisions and involves others as needed. Recognizes what might be a problem and informs those who can correct it.

Planning and Improvement: Plan for and Improve Work : Accepts responsibility and meets expectations for own work. Identifies steps needed in order to carry out work as required.

Influence and Communicate: Share Information : Listens to others and asks questions to learn about what is needed. Communicates the right information to associates and leaders when they need it. Communicates in a respectful and professional manner.

Execution and Results: Get Results : Makes sure work is done correctly. Works on top priorities first. Makes a consistent effort to get results. Meets deadlines. Takes action in order to solve problems so work can be completed in a timely manner.

Ethics and Compliance: Perform to Ethical Standards : Follows company policies and procedures (for example, the Ten Foot Rule). Shows integrity and ethical behavior in all work situations. Reports ethical and compliance issues promptly.

Point-of-Sale: Follows proper procedures to prevent shrink and follows applicable laws and regulations when selling items to Customers. Assists Customers with payment methods, return policies, and location of items when asked. Uses the cash register and completes Customer sales in a timely manner. Reports complaints, shrink issues, and problems with products, services, and work areas.

Front-End: Follows proper procedures to prevent shrink when monitoring, cleaning, and stocking the Front-End area. Keeps the Front-End area clean, monitors loss controls, and helps Customers find, purchase, and load items in a timely manner. Reports complaints, shrink issues, and problems with Front-End products, services, and work areas. Uses Front-End equipment and stocks supplies according to company policies and procedures.

Accounting: Follows cash management guidelines and related laws and regulations when reconciling and reporting financial transactions (All stores

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except those in Alaska and Hawaii).

Customer/Member Centered: Serve the Customer/Member:Shows care and concern when serving our customers/members. Asks questions in order to understand customer/member needs. Uses policies and information in order to exceed customer/member expectations. Finds and uses the right resources (people, products, tools, technology) at the right time in order to resolve customer/member requests.

Adaptability: Adapt:Adapts to changing work demands. Stays focused on own work when faced with change or difficulties. Stays open to and learns from assignments and feedback. Learns and adapts to digital systems, strategies, and processes using different digital tools to complete essential job functions.

Stocking/Receiving:Follows proper procedures to prevent theft and loss when stocking, receiving, maintaining, and securing goods. Receives, stages, and delivers goods to appropriate areas throughout the Facility in a timely manner. Reports complaints and problems with products, services, and conditions in the stocking/receiving area. Uses stocking/receiving supplies and equipment according to company policies and procedures.

Physical Activities

The following physical activities are necessary to perform one or more essential functions of this position.

- Observes associate, customer, or supplier behavior.
- Enters and locates information on computer.
- Moves, lifts, carries, and places merchandise and supplies weighing up to 15 pounds without assistance.
- Communicates effectively in person or by using telecommunications equipment.
- Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.
- Grasps, turns, and manipulates objects of varying size and weight, requiring fine motor skills and hand-eye coordination.
- Visually locates merchandise and other objects.
- Visually inspects equipment.
- Reaches overhead and below the knees, including bending, twisting, pulling, and stooping.
- Visually verifies and reads information, often in small print.

Work Environment

Working in the following environment is necessary to perform one or more of the essential functions of this position.

- Moves over sloping, uneven surfaces such as the parking lot, building perimeter, receiving bays, sections of the facility which have temporary cracks, or areas under repair.
- Works in areas requiring exposure to varying temperatures, extreme heat or cold, and/or wet, damp, or drafty conditions.
- Works varying shifts as required.
- Continually moves throughout the work area.

Entry Requirements**Preferred Qualifications**

- Proficient in Spanish and English