

Benchmark Title**RETAIL WORKER****Job Summary**

Prepares products for sale in a retail store. Maintains product displays, assists customers with purchases and processes transactions.

Key Duties and Responsibilities

1. Receives product donations and prepares them for display in the store according to established guidelines by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
2. Maintains or changes product displays including those required for periodic sale events.
3. Greets and assists customers with product selection.
4. Operates cash register and processes cash, debit card, and credit card sale transactions.
5. Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
6. Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
7. Provides information about the retail store(s) and service(s) to members of the public in person and over the phone.
8. Maintains the cleanliness of the store by performing duties such as cleaning windows, sweeping floors and dusting product shelves.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Grade 12.

Training and Experience

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Retail Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires Grade 12	2	38
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often kneels, bends, crouches, reaches or stretches to cashier and maintain inventory; sometimes lifts and carries moderate weights, occasionally lifts and carries heavy weights	4	28
4	Concentration – Sometimes requires a moderate level of concentration in examining the condition of goods and performing cashier duties	3	25
5	Independence – Guided by specific procedures that have oral instruction, changes the order of completion in performing cashiering, stocking and cleaning duties	2	29
6	Judgement – Selects amongst known actions while cashiering, stocking and cleaning	2	29
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work may indirectly impact success of retail store; errors may result in loss of own time to correct; work is controlled by adherence to instructions	2	29
9	Communication – Deals with and settles requests of customers by clarifying factual information	2	29
10	Care of Individuals – Little or no responsibility	1	10
11	Environment/Working Conditions – Pace of work is usually controlled by the employee, but sometimes there are some time pressures to finish specific job tasks such as completing cash transactions and changing product displays for sale events	3	25
Total Points			337