Job Description

<table>
<thead>
<tr>
<th>Position</th>
<th>LCM Associate Operator</th>
<th>FLSA Status:</th>
<th>Non-Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Last Chance Mercantile</td>
<td>Bargaining Unit:</td>
<td>LSC Unit</td>
</tr>
<tr>
<td>Reports to</td>
<td>LCM &amp; HHW Manager</td>
<td>Revised:</td>
<td>February 2017</td>
</tr>
</tbody>
</table>

DEFINITION

Under general supervision, employee performs a variety of tasks including forklift operation, cashiering, customer service, and retail clerk duties in the District’s Last Chance Mercantile.

DISTINGUISHING CHARACTERISTICS

Forklift Operator - Operates a forklift as need for the efficient operation of the LCM department.

Sales Clerk II – Responsibilities also include opening and/or closing of the facility, providing direction to Sales Clerk I employees, and performs other job related duties as required. This is an advanced job classification for cashiering, customer service, and retail clerk duties for positions assigned to assist with the District’s Last Chance Mercantile resale operation. Incumbents are expected to have excellent customer service skills, knowledge of the resale industry, and to perform skilled tasks including cash reconciliation, sales analysis, and assisting supervisors to ensure efficient and safe store operations.

ESSENTIAL FUNCTIONS

- Operate forklift to load e-waste donations and materials into recycling containers and trailers, empty recycling boxes into 40-yard Z-wall boxes, move Buy-Back Center boxes, load/unload trailer from MRF, empty trash, other forklift operation as needed.
- Provides excellent customer services to customers. Greets and approaches customers promptly and assists them in the selection and purchase of merchandise in accordance with store customer service standards.
- Load/unload donated items from customer vehicles.
- Computes price of merchandise and mark items with price.
- Greets and cooperates with customers, and monitors customers regularly to help the store in loss prevention.
- Maintains the look of store, restocks shelves, dusting, cleaning, sweeping, and mopping floors as required.
- Stock shelves with items.
- Ability to sit for prolonged periods of time (2+ hours)
- Ability to stand for prolonged period of time (2+ hours)
- Possession of forklift certificate within 60 days from employment.
- Possession of a current California Driver's License issued by the State Department of Motor Vehicles, including on-going insurability to drive District vehicles.
- Maintain cooperative working relations
- Work safely and follow training protocols
- Must be able to communicate in English (verbal and written).
- Adhere to an assigned work schedule and meet District attendance standards.
• All District positions require the employee to provide good customer service to both internal and external customers, maintain positive and effective working relationships with other District employees. Must show cooperation and respect to fellow employees and supervisors at all times.

**DUTIES AND RESPONSIBILITIES**
The following duties are typical of this classification and are intended only to describe the various types of work that may be performed, the level of technical complexity of the assignment(s), and are not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement to address business needs and changing business practices.

**Sales Clerk II** – In addition to performing the duties of a Sales Clerk I, Sales Clerk II’s are responsible for opening and closing the facility including preparing cash register and reconciliation of money and receipts. Provides lead direction and work coordination for Sales Clerk I employees; performs basic fiscal recordkeeping and office support work; tabulates data and verifies totals; establishes pricing for various products in compliance with District policies and procedures.

**Sales Clerk I** - Provides excellent customer service in a team oriented environment. Performs cashiering duties in the Last Chance Mercantile; helps manage store inventory including product display, merchandising, and pricing; greets customers and is able to provide general information to the public regarding District operations; maintains accurate records of cash received, reconciling cash and sales; operates cash register and office equipment, calculator, and copier; tabulates data and verifies totals; works closely with coworkers in a team environment; cleans, organizes, and stocks reusable goods for resale. Performs beverage container redemption transactions for customers at the buyback center; assists with receiving and bulk loading of incoming e-waste.

**PHYSICAL AND SENSORY REQUIREMENTS** - The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands** - Frequently stand and walk; sit for extended periods; ability to: grip, twist, reach, stoop, kneel or crouch to pick up or move objects; lift and move objects weighing up to 50 pounds without assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including telephones, calculators, cash register, copiers, and fax machine. Must be able to stand and walk about the store throughout scheduled shift.

**Mental Demands** - While performing the duties of this class, employees are regularly required to: work well under pressure; communicate effectively in both written and verbal form; capable of establishing priorities among the essential functions of the job and coordinating these priorities with others; interact with all levels of District management and personnel, and the public.

**Work Environment** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Employees work under typical store and outside conditions, and the noise level is moderate.
**DESIRABLE QUALIFICATIONS**

**Knowledge of:**

- Forklift operation.
- Basic retail cashiering practices and procedures.
- Experience in merchandising and point of purchase product display.
- Correct English usage, spelling, grammar, and punctuation. Bilingual English/Spanish skills a plus.
- Recordkeeping methods and practices.
- Basic mathematics.
- Experience in a resale environment a plus.

**Ability to:**

- Exercise safe work procedures during the course of his/her work activities.
- Learn the purposes, methods, practices, procedures, and recordkeeping requirements of the District Last Chance Mercantile.
- Perform general retail store and customer service assignments with guidance and supervision.
- Prepare and maintain accurate records/reports related to the receipt of cash and sales totals by department/category.
- Provide effective, courteous customer service to the public in the store and as customers deliver donations to the receiving area.
- Maintain good public relations with public, staff, and vendors.
- Load incoming e-waste into bulk storage crates.
- Make change quickly and count large sums of cash with speed and accuracy.
- Use a cash register and operate calculators at a skill level and with the degree of accuracy required to meet job standards.
- Understand basic mathematical concepts of addition, subtraction, multiplication and division and accurately applies them to the essential job functions for satisfactory job performance.
- Follow oral and written directions.
- Read and write at the level required for successful job performance.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships.
- Apply sound judgment in a variety of circumstances with or without specific instructions.
- Adhere to an assigned work schedule and meet District Attendance Standards.

**In addition to Sales Clerk I – Sales Clerk II’s must possess the ability to:**

- Effectively direct and coordinate the work of the other employees.
- Implement the purposes, procedures, and record keeping requirements of the Last Chance Mercantile.
- Provide training and guidance to other employees.
- Perform general retail assistance assignments.
- Support the goals and objectives of the Last Chance Mercantile and the District.
- Apply sound judgment in a variety of circumstances with or without specific instructions.
**Training and Experience:** Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be experience in warehouse forklift operation, retail sales and cashiering roles. High School diploma required.

**Special Requirements:** Continued possession of a valid California Drivers’ license and a driving record that meets District’s auto insurance requirements may be a condition of employment. Forklift certification required.

**ACKNOWLEDGEMENT**

I verify that I have received a copy of the job description and I understand the requirements of this position.

_____________________________  ______________________________
Employee Signature              Date

_____________________________
Employee Name – Please Print