

# United States Jobs Expertini®

## CUSTOMER SVC/CLERK

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Company: Kroger

Location: Highlands Ranch

Category: other-general

Deliver a high level of service and excellent customer experience by resolving customer concerns. Identify and communicate opportunities that could improve operations and create a better shopping experience. Demonstrate the company's core values of respect, honesty, integrity, diversity, inclusion and safety.- Demonstrate teamwork to ensure customer satisfaction and a pleasant working and shopping environment

- Provide friendly and efficient customer service by demonstrating sincerity, patience and respect in all customer interactions and by thanking customers for their business
- Greet customers in a genuine and friendly manner throughout the store and assist them by escorting them to products, loading/unloading heavy items and helping them to retrieve out of reach items
- Anticipate customer needs; effectively communicate with them and respond to questions and resolve issues in a timely manner to strengthen customer loyalty
- Oversee front end operations to meet or exceed sales, profit and labor goals through effective cost control, labor efficiencies, excellent service and shrink control; ensure front end cleanliness, maintenance and sanitation
- Determine work priorities and task lists to consistently maintain adequate front end conditions
- Ensure prompt, accurate customer check-out and front-end associates adhere to company policies, as well as local, state and federal laws/regulations
- Train, monitor and coach associates on all front end policies and procedures including proper handling of product, tender and coupons, scanning error procedures and price checks to reduce shrink and waste

- Communicate pricing and signage discrepancies to the pricing coordinator
- Provide back-up coverage for the service operations manager in their absence (excluding hiring and discipline)
- Gain/maintain thorough knowledge of checkout transactions policies and procedures, operations and bookkeeping: complete voids, refunds, daily exception reports, perform cash tender pickups, coin canister exchanges, till/coupon audits per company standards
- Operate equipment (., scanner, register, scale, check approval machine) per company standards
- Assist with front-end functions (., checkout transactions, stocking, bagging, cart collection and cleaning)
- Comply with and reinforce all food safety, sanitation and safety regulations/guidelines/procedures and programs according to company, local, state, and federal health code regulations; identify unsafe conditions and notify store management; report any illegal activity
- Must be able to perform the essential job functions of this position with or without reasonable accommodation

### **Minimum**

- High School Diploma or GED
- 6 months related experience or training; or equivalent combination of education or experience
- Effective interpersonal and customer service skills
- Good math skills (ability to add, subtract, multiply and divide)
- Sound judgement/decision making skills
- Friendly, approachable/outgoing demeanor/team player
- Ability to work in a fast paced environment
- Good oral and written communication skills

### **Desired**

- Familiar with Microsoft Office Word and Excel

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