

# United States Jobs Expertini®

## Online Grocery Pick-Up Clerk

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Company: Kroger

Location: Warner Robins

Category: transportation-and-material-moving

Select and gather products for customers' on-line orders in the most efficient manner with attention to freshness and quality. Assemble customers' on-line orders, process coupons and payment, and deliver and load orders to cars when customers arrive at store for pick up. Provide a positive customer service experience that makes customers want to return to on-line shopping. Demonstrate the company's core values of respect, honesty, integrity, diversity, inclusion, and safety.

Online Grocery Pick-Up Clerk working as In-Store Grocery Shopper is responsible for selecting and gathering products for customers' on-line orders in the most efficient manner with attention to freshness and quality.

In-Store Grocery Shopper initiates and completes selection process for customers' on-line orders.

Online Grocery Pick-Up team is responsible for assembling customers' on-line orders, process coupons and payment, and deliver and load orders to cars when customers arrive at store for pick up.

In-Store Grocery Shopper will scan and bag orders on the go while following all bagging standards.

E-Commerce team including Online Grocery Pick- Up associate communicates any substitutions or exceptions to customer's order at time of pick-up.

Meet/exceed customer expectations for ease of shopping, variety, freshness, and cleanliness.

Adhere to local, state, and federal laws, food safety procedures, and company guidelines.

Receive customers' orders from Order Selector according to guidelines, store products in optimal temperature zones.

Read and follow directions given in the note section

Ensure quality and freshness of all items chosen

Communicate with customers via a portable phone and respond to calls in a professional and timely manner

Retrieve each customer's order from all staging locations and ensure order accuracy, load order into customers' cars

Pick-Up Clerk should provide a positive customer service experience that makes customers want to return to on-line shopping.

Process the orders through the point of sale (POS) system

Follow policies and procedures to determine appropriate substitutions in the event of an out-of-stock

Maintain organization and cleanliness of staging areas and equipment

Report pricing, scanning, and item location discrepancies and invalid temperature types to the store e-Commerce supervisor

Inspect equipment and notify store Pick-Up supervisor or other store management of items in need of repair

Perform required opening and closing procedures

Learn and adapt to new and improved processes

Assist in training new e-Commerce team members

Meet/exceed productivity standards

Must be able to perform the essential job functions of this position with or without reasonable accommodation

Ability to work without supervision

Ability to read shelf tags

Basic math skills (., counting, addition, and subtraction)

Excellent oral/written communication skills

### **Desired Previous Experience:**

Any experience as a personal shopper or in a production oriented or warehouse environment, stocking shelves, or experience as a cashier

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