

[7] MISCELLANEOUS

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COMMUNITY SUBSECTOR – MISCELLANEOUS BENCHMARKS**

[7] MISCELLANEOUS

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Community Retail Clerk	85202	7-1
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CLASSIFICATION GRID: 4

BENCHMARK TITLE: COMMUNITY RETAIL CLERK

BENCHMARK NUMBER: 85202

JOB FAMILY: MISCELLANEOUS

SCOPE AND LEVEL DEFINITION

Assists in the operation of a community retail store by performing duties such as serving customers, operating a cash register, maintaining inventory, and cleaning.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Serves customers by performing duties such as assisting in the selection of items, and providing information.
2. Performs cashier duties such as operating a cash register, collecting payments, providing change and receipts, and bagging items.
3. Accounts for sales by performing duties such as counting cash, receipts, and vouchers, recording sales, balancing floats, and preparing bank deposit slips.
4. Maintains inventory by performing duties such as unpacking items, stocking shelves, preparing displays, rotating stock, pricing items, separating charity and sale items, and distributing free items.
5. Makes arrangements for picking up donated items. Prepares donated items for sale by pricing, rotating stock, and displaying. Disposes of items as required.
6. Performs cleaning duties such as dusting and washing shelves and counters, dusting stock items, cleaning windows, sweeping and mopping floors, and cleaning and disinfecting washrooms.
7. Provides direction to volunteers, and monitors and assists as required.
8. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of six months
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to handle cash and make change

BENCHMARK
Community Retail
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 5

BENCHMARK TITLE: COMMUNITY RETAIL SUPERVISOR

BENCHMARK NUMBER: 85203

JOB FAMILY: MISCELLANEOUS

SCOPE AND LEVEL DEFINITION

Oversees the daily operation of a community retail store by performing duties such as maintaining pricing and inventory control systems, and performing supervisory record keeping and accounting duties. May supervise community retail staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Maintains pricing and inventory control systems for a retail store by performing duties such as preparing inventory records, determining retail prices, and performing inventory counts of store items.
2. Performs supervisory record keeping and accounting duties such as verifying, compiling, and balancing sales records for specified accounting periods (e.g., daily, weekly, monthly), identifying and investigating anomalies, preparing floats, monitoring expenditures, and making bank deposits.
3. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
4. Performs purchasing duties such as reviewing inventory, determining requirements, contacting suppliers, obtaining costing information, determining purchase volume, and ordering as required, in accordance with policy.
5. Makes arrangements for picking up donated items. Prepares donated items for sale by pricing, rotating stock, and displaying. Disposes of items as required.
6. Provides direction to volunteers, and monitors and assists as required.
7. Serves customers by performing duties such as assisting in the selection of items, and providing information.
8. Performs cashier duties such as operating a cash register, collecting payments, providing change and receipts, and bagging items.
9. Arranges for cleaning and maintenance of store areas, stock, and equipment. Performs cleaning duties as required.

**BENCHMARK
Community Retail
Supervisor**

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Basic bookkeeping course
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to handle cash and make change
- Ability to supervise