

## **Store Attendant**

### **UF4024**

#### **Job Overview:**

The Store Attendant is responsible for supporting the upkeep, maintenance, and daily operations of retail environments, including convenience stores (C-Stores), gift shops, and specialty retail locations. This role ensures an exceptional guest experience through professional service, product knowledge, and attractive merchandise presentation. Assigned work areas may include permanent or mobile stands, kiosks, and in-venue or stand-alone retail stores where sports, entertainment, or event-related merchandise is sold. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

#### **General Responsibilities:**

- Operates a cash register (or equivalent), receiving payments (cash, checks or charges) from customers for good/services.
- Makes change and issues receipts or tickets to customers.
- Records amounts received and may be expected to total and summarize funds received.
- Endorses checks, prepares bank deposits and verifies cash at the beginning of a shift.
- Follows Sodexo cash-handling policies and procedures.
- Receives, lifts, moves, and stores supplies/goods.
- Counts, sorts, and weighs inventory, including packaged goods and verifies items on requisitions or invoices.
- Assist with inventory counts and reconcile discrepancies as directed.
- Organize backstock areas to ensure efficient access and product rotation.
- Places orders with vendors.
- Keeps shelves/racks stocked and rotates stock (if appropriate) to ensure freshness.
- Offer assistance to guests in locating specific desired merchandise; proactively inquire if they are in search of a particular item.
- Be fully knowledgeable of merchandise inventory and available styles, colors, sizes and options for each item; Offer proactive assistance in answering guest questions; in instances where you are unsure of an answer to a guest's question, contact Retail Supervisor or Manager to find out.
- Maintains cleanliness and orderliness of store by sweeping, dusting, mopping, or vacuuming.
- Ensure the security of all merchandise and cash by maintaining vigilant oversight of retail areas.

- Actively monitor guests to provide assistance and deter theft and promptly notify Security of any suspicious activity.
- Follows all requirements and policies of Sodexo, the facility, local, state, and federal jurisdictions.
- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Complies with all company safety and risk management policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Attends and participates in check-in meetings, regular safety meetings, safety training and hazard assessments.
- Attends training programs (classroom and virtual) as designated.
- May perform other duties and responsibilities as assigned.

**Job Qualifications:**

**Experience/Knowledge:**

- High School diploma, GED, or equivalent experience.
- 0 to 1 year work experience.
- May be required to have knowledge of goods/services sold.
- Basic math skills required.

**Skills/Aptitude:**

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to guest service and connect easily with customers.
- Ability to use a computer, POS or digital register.
- Basic food-handling skills.

**License/Qualifications**

**Certifications:** None.

**General Qualifications:**

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule helpful.
- Must comply with any dress code requirements.

- Attends work and shows up for scheduled shift on time with satisfactory regularity.

**Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may exceed 8 hours.
- Ability to reach, bend, stoop, push and/or pull, and frequently lift 35 pounds and occasionally lift/move 40 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Generally in an indoor setting, however, may participate in outside activities and events.
- Varying schedule to include evenings, holidays, weekends, and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

**Unit Description:** Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_