



JOB DESCRIPTION

LEAD LIQUOR STORE SALES ASSOCIATE – FULL-TIME



Deadline Extended

City of Fridley
Fridley, Minnesota

Date:	June 20, 2017		
Position Title:	Lead Liquor Store Sales Associate		
Department/Division:	Finance/Liquor		
Grade:	A	Hourly Wage Range:	\$15.57- \$19.87
FLSA Status:	Non-exempt		
Position Reports And Is Accountable To:	Assistant Store Mgr. & Liquor Operations Mgr.		

ORGANIZATIONAL MISSION:

In 2014, the Fridley City Council adopted the following organizational mission: “We believe Fridley to be a safe, vibrant, friendly and stable home for families and businesses.” In addition, City staff committed to the vision by focusing on the core values of being responsive, driven and friendly.

SUMMARY:

To provide world-class customer service to the guests of Fridley Liquor and serve as a lead Sales Associate in providing positive and effective leadership, training and work direction to part-time sales staff. This position is responsible for assuring efficient and effective sales transactions, inventory, merchandise displays, as well as day-to-day facility operations.

WHY WORK WITH US?

- Here every day matters. Be part of a business that gives back over \$440,000 to the community, and partners with local charitable organizations like the Lions, Banfill Locke Center for the Arts and the Springbrook Nature Center Foundation.
- As a leader in the beverage industry, we have been serving our customers and staff since 1949.
- We work hard – play hard. Work in a great environment with amazing people, cool merchandise and a fun atmosphere.
- Flexible hours – perfect to earn a little extra income to pay bills, afford your hobby or add some green to the wallet.

- Great pay and competitive benefits.
- Ongoing training. You give us the drive and we will give you the tools to succeed.

ESSENTIAL JOB FUNCTIONS:

1. Ensure that each customer receives outstanding service by providing a friendly environment which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other components of guest service.
2. Comply with City ordinances and state regulations regarding sale of alcohol including assessing sobriety of all customers to avoid sale of alcoholic beverages to anyone under the influence.
3. Assist customers in selection of various brands of liquors, wines, etc.; advises on quantity of purchase for special occasions; and helps customers with carry-outs.
4. Operate Point of Sale register to enter sales, verify credit card authenticity, make change, etc.
5. Oversee and authorize product returns, exchanges, merchandise credits, rain-checks and discretion discounts (i.e. competitive, employee sales, etc.); assures the completion of all transactions and the proper control of all cash and media at the registers according to City & Fridley Liquor policies and procedures.
6. Perform daily opening or closing procedures including balancing cash, preparing bank deposits, and verifying posting of daily information to computer system.
7. Stock shelves, fills coolers with merchandise, set up and take down and reposition displays daily to creatively promote sales and interest in products.
8. Ensures the compliance of store policies, procedures and practices; and supports security and loss control efforts.
9. Assist in training, scheduling and providing work direction to part-time employees.
10. Perform light housekeeping functions to maintain the premises both inside and out in a neat and clean condition at all times.

OTHER JOB FUNCTIONS:

1. Perform administrative assistance and support to Assistant Store Manager & Operations Manager.
2. Assist in taking periodic inventory of stock on hand.
3. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Must be a 21 years of age.

2. Possess a high school diploma or general education degree (GED).
3. Two to three years experience and/or training; or equivalent combination of education and experience in a retail environment.
4. Possess a valid Minnesota driver's license with no restrictions and good driving history.
5. Provide reliable transportation to be able to work at both liquor stores.

DESIRED QUALIFICATIONS:

1. Considerable knowledge of various brands and the common usage of liquors and merchandise sold in liquor stores.
2. Wine, beer and/or liquor certifications.
3. Proven sales and exceptional customer service skills.
4. Experience in working at an off-sale liquor establishment.
5. Knowledge and experience in working with personal computers with Windows applications.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of retail and marketing practices and procedures, specific to the operation.
2. Knowledge of off-sale liquor store operations, procedures and practices.
3. Knowledge of City ordinances and state regulations regarding sale of alcohol including assessing sobriety of all customers to avoid sale of alcoholic beverages to anyone under the influence.
4. Ability to perform basic mathematical computations accurately, including: addition, subtraction, multiplication, division, counting, calculating percentages, etc.
5. Ability to read and comprehend written information (e.g. driver's licenses, credit cards, flyers, etc.) and written instructions (e.g. memos, training materials, display instructions, rebate offers, safety warnings, equipment manuals, etc.) in order to communicate and interpret for customers and sales staff.
6. Ability to effectively operate contemporary office equipment, including personal computer, copiers, scanners, fax machine, calculators, etc.
7. Ability to perform research, gather information from a variety of sources related to liquor and retail industry.
8. Ability to periodically access sensitive information required to perform job tasks, requiring the ability to maintain confidentiality and comply with data privacy rules.
9. Ability to communicate effectively verbally and in writing.

10. Ability to perform training of staff, observe, document and provide counseling and assistance with performance.
11. Ability to establish successful working relationships, internally as well as externally.
12. Ability to work under pressure, with frequent interruptions and within multiple deadlines.
13. Ability to work well with public and effectively deal with angry, irate or disgruntled customers.
14. Ability to read and comprehend instructions, correspondence, manuals and memorandums.
15. Ability to effectively and comfortably present and promote department information in a one-on-one or small group situation to customers, clients, and other employees of the organization.
16. Ability to understand and following written and oral instructions.
17. Ability to deal with the public and internal staff in a respectful, tactful and an understanding manner.
18. Ability to organize and maintain various records of the department and division for prompt and accurate referral or retrieval.
19. Ability to plan and perform duties with independently with only general supervision.
20. Ability and willingness to learn additional duties as well as to collaborate, participate, and assist with all Department functions, meetings, events, special projects or planning, as needed.

SCHEDULE:

This position is scheduled to work 40 hours per week, with some potential for overtime. Hours and days may vary due to the need to staff stores during evenings, weekends, holidays or replacing staff during shortages, vacations or illnesses.

WORK ENVIRONMENT:

The attached work environment characteristics are representative of those an employee encounters while performing the essential functions of Lead Liquor Store Sales Associate (see the Job Activity Requirements attachment). Reasonable accommodations may be made to enable a person with disabilities to perform the essential job functions.

NOTICE:

The above job profile does not include all essential and nonessential duties of this job. All employees with disabilities are encouraged to contact the Human Resources Department to review and discuss the essential and nonessential functions of the job. An employee with a disability can evaluate the job in greater detail to determine if she/he can safely perform the essential function of this job with or without reasonable accommodation. If you are disabled and need additional assistance in completing this application or you need assistance with the testing process, please call (763) 572-3507. TDD number is (763) 572-3534.

COMPENSATION AND BENEFITS:

This position is a non-exempt, hourly position which may involve overtime. Hourly wage range is \$15.57 to \$19.87 per hour, depending on qualifications. Benefits include a variety of options, paid entirely or in part for the employee by the City, which includes life, health, and dental insurance; flexible spending program; short- and long-term disability; eighteen (18) days of annual leave per year; eleven (11) paid holidays per year; employee wellness program; deferred compensation; employer's share of payments to workers' compensation, unemployment compensation; and Public Employees Retirement Association pension plan.

APPLICATION PROCEDURE:

Application materials may be downloaded from the City of Fridley's website at www.fridleymn.gov or contact the City of Fridley directly at 6431 University Avenue, N.E., Fridley, MN 55432 (763) 572-3504. All application materials are due by 4:30 p.m. Monday, July 10, 2017. Applicants called back for interviews may be asked to complete additional testing.

June 2017

The City of Fridley will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, sex, national origin, marital status, status with regard to public assistance, disability, age, membership on a local human rights commission, or sexual orientation.

Fridley Job Activity Requirements

Mental/Motor, Environmental, Physical Demands, and Hazardous Environment

Job Title: Lead Liquor Store Sales Associate

Department/Division: Finance/Liquor

Brief Description of the Job Performed: To maintain customer service as per City & Fridley Liquor standards; is responsible for efficient completion of transactions, as well as ensuring customer satisfaction by waiting on customers; and proper control of all cash; and media materials in the both Municipal Liquor stores. This position is also responsible for providing leadership, training and work direction to part-time sales staff.

Motor/Mental Ability	VI	O	F	C	Environmental	VI	O	F	C	Physical Demands	VI	O	F	C
Mathematics			X		Works with Others			X		Sitting		X		
Reading		X			Works Alone		X			Standing				X
Writing		X			Customer Contact				X	Walking				X
Reasoning			X		Shift Work			X		Running				
Problem Solving			X		Extended Day		X			Lifting				X
Attentiveness				X	Extreme Hot					Pushing/Pulling				X
Work Supervision		X			Extreme Cold (freezer)		X			Carrying				X
Guidance Available				X	Extreme Noise					Bending at Waist				X
Autonomy				X	Confined Area					Climbing				
Social Interaction				X	High Places (step ladder)	X				Repetitive hand motion				X
Supervising Other Employees				X	Work Indoors				X	Twisting upper Body				X
					Work Outdoors		X			Reaching				X
					Mechanical Hazards					Kneeling		X		
					Electrical Hazards					Driving		X		
					Explosive Material					Crouching			X	
					Chemicals (OSHA Def).					Crawling				
					Fumes					Use arm muscles over extended periods				X
					Gases					Use leg muscles over extended periods				X
					Other					Over shoulder height work		X		
Demand Codes: Blank = Not Applicable or Not Present VI = Very Infrequent, 1 to 2 times a week O = Occasional, up to 1/3 of time F = Frequent, 1/3 to 2/3 of time C = Constant, more than 2/3 of time										Stationary desk or bench work with neck bent forward		X		
										Use hand to finger dexterity to handle, feel, operate and/or manipulate objects, tools, controls, equipment & register		X		

The number of times the following weights are *lifted*.

Weights Lifted in pounds	Times per day	Objects Lifted	From what heights to what height in ft.
0 - 10	0 to 300	Beer quarts, 6 packs, 2 packs, wine and liquor bottles	Floor to 6 feet
11 - 24	0 to 50	Beer, 18 packs	Floor to 6 feet
25 - 34	0 to 50	Beer cases	Floor to 6 feet
35 - 50	0 to 50	Cases of wine and liquor	Floor to 6 feet
51 - 74	0 to 50	Cases of wine and liquor	Floor to 6 feet
75 - 100	0 to 4	Kegs, one-quarter barrel (with assistance if needed)	Ground to vehicle (3 feet)
100 - 150	0 to 4	Kegs, one-half barrel (with assistance if needed)	Ground to vehicle (3 feet)

The number of times the following weights are *carried*.

Weights Carried in pounds	Times per day	Objects Carried	Distanced Carried in ft.
0 - 10	0 to 20	Customer purchases	30 to 50 feet
11 - 24	0 to 20	Customer purchases	30 to 50 feet
25 - 34	0 to 200	Cases of beer (that are stacked in cooler)	30 to 10 feet
35 - 50	0 to 50	Cases of wine and liquor	5 to 10 feet
51 - 74	0 to 50	Cases of wine and liquor	5 to 10 feet
75 - 100	0 to 4	Kegs, one-quarter barrel (with assistance if needed)	3 to 5 feet
100 - 150	0 to 4	Kegs, one-half barrel (with assistance if needed)	3 to 5 feet