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|  | | POSITION DESCRIPTION**Ministry of Attorney General BC Liquor Distribution Branch** | | |
| POSITION TITLE: | Sales Associate | | POSITION NUMBER(S): | Various |
| DIVISION: (e.g., Division, Region, Department) | Retail Operations | |
| UNIT: (e.g., Branch, Area, District)  APPROVED CLASSIFICATION: | Liquor Distribution Branch  Sales Associate | | LOCATION: | Various |
| SUPERVISOR’S TITLE: | Manager or Assistant Manager | | POSITION NUMBER | Various |
| SUPERVISOR’S CLASSIFICATION: |  | | PHONE NUMBER: |  |

[**PROGRAM (OPTIONAL)**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help01.html#_blank)

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| The Liquor Distribution Branch (LDB) is one of the largest distributors and retailers of beverage alcohol in Canada, generating a net income of approximately $1.08 billion on annual sales of approximately $3.3 billion in fiscal 2016/17. LDB has a workforce of approximately 4,000 full and part-time employees, operates 197 retail stores across the province, oversees the operations of approximately 220 Rural Agency Stores and has the role of wholesaler to approximately 700 private liquor retail outlets and 10,000 licensed establishments.  The LDB is a unique government entity that operates with similar independence to a Crown Corporation under the direction of a General Manager and CEO. |

[**PURPOSE OF POSITION**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help02.html#_blank)

To perform customer service, cashiering and warehouse duties in a BC liquor store.

[**NATURE OF WORK AND POSITION LINKS**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help03.html#_blank)

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| This position is responsible for providing exemplary customer service by using their product knowledge of items carried. Cashiering and warehouse duties are also performed as well as daily housekeeping, assisting with promotional displays, ensuring merchandising standards are met and inventory levels are maintained, interacting with industry representatives, and other related duties as required. |

[**SPECIFIC ACCOUNTABILITIES / DELIVERABLES**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help04.html#_blank)

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| 1. Performs service duties:    1. Arrives at work with clean and presentable appearance in full uniform with name tag.    2. Operates a point of sale computer system including bar-code scanning and tendering cash and processing credit and debit transactions.    3. Greets or acknowledges every customer.    4. Assists customers to make purchases.    5. Keeps display areas clean, full and with approved signage    6. Stocks shelves and promotional displays according to LDB standards.    7. Performs housekeeping duties including cleaning broken glass, dusting shelves and bottles.    8. Promotes and actively participates in social responsibility programs    9. Processes and assembles wholesale orders.    10. Operates a cash register for empty container returns.    11. In line with 2ID policy makes requests for 2 pieces of identification to provide proof of age to meet legal requirements and if required asks minors or intoxicated customers to leave. 2. Performs warehouse duties.    1. Unloads pallets and places stock in appropriate warehouse locations.    2. Prepares stock to fill orders for licensee and special occasions orders.    3. Retrieves stock for store shelves.    4. Confirms receipt of liquor and beer deliveries. 3. Administrative Duties, as required.    1. Balances cash for bank deposits.    2. Counts physical inventory and reconciles against computer information to identify loss of stock due to shoplifting or other causes.    3. May be required to be responsible for the security of the store on a short term basis.    4. Processes special occasion licenses.    5. Performs recall duties.    6. Other office duties. |

[**FINANCIAL RESPONSIBILITY**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help05.html#_blank)

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**DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)**

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| **Role** | **# of Regular FTE’s** | **# of Auxiliary FTE’s** |
| Directly supervises staff |  |  |
| Supervises staff through subordinate supervisors |  |  |

**PROJECT /TEAM LEADERSHIP OR TRAINING** (Check the appropriate boxes)

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| **Role** | **# of FTE’s** | **Role** | **# of FTE’s** |
| Supervises students or volunteers |  | Provides formal training to other staff |  |
| Lead project teams |  | Assigns, monitors and examines the work of staff |  |

[**SPECIAL REQUIREMENTS**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help06.html#_blank)

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| Must be minimum 19 years of age.  Able to lift 20-25 kgs.  Serving it Right Certification  May be required to work a variety of shift patterns. Some stores are regularly open Monday to Sunday and open on statutory holidays excluding Christmas and New Years.  Must wear steel toe shoes.  May be required to operate a variety of mechanical and hand-operated equipment, in addition to handling large volumes of bottles as part of the LDB’s recycling program.  Must be comfortable in upholding social responsibility standards of 2ID policy, etc.  Criminal record check required. |

[**TOOLS / EQUIPMENT**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help07.html#_blank)

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| Operates a windows based point of sales system.  Electric Pallet mover and pallet truck. |

[**WORKING CONDITIONS**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help08.html#_blank)

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| Employees on the auxiliary recall list may be requested to work on short notice. |

[**WORK EXAMPLES**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help09.html#_blank)

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**COMMENTS**

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**PREPARED BY**

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| NAME: | DATE: |  |

**EXCLUDED MANAGER AUTHORIZATION**

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| I confirm that:  1. the accountabilities / deliverables were assigned to this position effective: (Date).   1. the information in this position description reflects the actual work performed. 2. a copy has / will be provided to the incumbent(s). | | |
| NAME: | SIGNATURE: | DATE: |

[**ORGANIZATION CHART**](file:///\\Webdrive-stramsay\Oracle%20Drive\Human%20Resources\Recruitment%20and%20Compensation\Position%20Management\Generic%20Positions\Store%20Clerk\jd_help10.html#_blank)

**SELECTION CRITERIA**

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| Must be minimum 19 years of age.  Demonstrated ability to provide excellent customer service.  Must enjoy assisting customers and able to work cooperatively with others.  Proven ability to adapt quickly to changing priorities.  Must have basic computer skills  Able to communicate effectively in English.  Demonstrated aptitude for cashier and related duties.  Able to lift 20-25 kg cases.  Willing to handle large volumes of non-sterilized empty bottle returns.  Preference will be provided to those who have past work experience in a fast paced retail or similar environment.  Completion formal wine or spirits product knowledge course such as WSET 1, preferred.  Criminal record check required due to handling of cash and inventory and access to personal information |

**COMPETENCIES**

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| **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations.  It means focusing one’s efforts on discovering and meeting the needs of the customer/client.  **Team Work and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.  **Results Orientation** is a concern for surpassing a standard of excellence.  The standard may be one’s own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement).  Thus, a unique accomplishment also indicates a Results Orientation. |