

# Courtesy Clerk Job Description

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## **Duties and Responsibilities:**

- Greet and welcome every customer in a pleasant manner
- Help customers in locating merchandise at the shelves
- Assist customers in moving their carts from one segment or shelf in the store to another
- Help customers in shifting the cart with their items to the cashier's desk
- Make sure that clients' items are bagged appropriately
- Assist clients in taking the bagged objects to their vehicles when necessary
- Ensure that shopping carts and trolleys are well packed
- Assist the cashier in checking the value of products picked by customers
- Return products picked but not paid for by customers to the appropriate shelves
- Restock the cabinets as well as ensure that they are always neatly arranged
- Assist the cleaner to tidy up the shopping areas and empty waste bins when necessary
- Hold friendly but professional communication with each customer.

## **Courtesy Clerk Requirements – Skills, Knowledge, and Abilities**

- **Friendliness and Communication Skills:** The primary skills required of a courtesy clerk are friendliness and good conversation skills. He/she is expected to give customers maximum attention, answer their questions intelligently, and relate with them in a friendly manner
- **Stamina and Multitasking Ability:** A courtesy clerk should have the sturdiness to stand for prolonged period of time while working around the store attending to customers. Additionally, he/she must be good at multitasking to be able to cope with the stress that comes with the job

- Flexible Work Schedule: A courtesy clerk must be willing to work flexible shift since most retail stores work at night and during weekends and holidays
- Education: The common academic qualification for candidates employed in this position is high school diploma. This goes to ensure that the person can perform basic numerical computations quickly as well as read written instructions
- Customer Service Skills: A courtesy clerk must be able to make customers feel satisfied each time they visit the store. This can only be achieved if the individual possesses outstanding skills in customer service.