

Kroger Courtesy Clerk Job Description

Duties and Responsibilities:

- Greet and welcome each customer in a polite and friendly manner
- Assist customers in locating products on the shelves
- Assist customers in shopping by helping them to pick up items from the shelves and dropping them in the cart
- Assist customers in moving their carts from one section of the store to another
- Assist customers in moving the cart with their items to the checkout stand
- Ensure that customers' items are bagged appropriately
- Assist customers in taking the bagged items to their vehicles
- Move carts back to the store and pick stray carts
- Ensure cash counters never run out of bags
- Assist in keeping the store clean by occasionally cleaning the grocery areas
- Ensure that the shelves and products on them are dusted and cleaned
- Ensure that products on the shelves are neatly and attractively arranged
- Restock shelves when they run short of stock
- Assist in returning goods that are dropped by customers at the point of payment back to the appropriate shelves
- Pick up and empty garbage cans in the store
- Assist cashiers checking the costs of items picked by customers during busy periods
- Maintain friendly but professional communication with both customers and co-workers.

Kroger Courtesy Clerk Requirements – Skills, Knowledge, and Abilities

- The number one skill required of a Kroger courtesy clerk is friendliness. He/she is expected to be friendly and polite. He/she must endeavor to greet and welcome every customer in a warm manner
- Good communication skill is another important quality. The clerk is expected to be able to listen attentively to customers, answer their questions intelligently, and convince them on buying certain products
- Exceptional customer service skill is also very important. It is the duty of the courtesy clerk to make sure that the customer gets amazing shopping experience by answering, directing, and helping them to shop
- Other requirements include basic literacy and math skills, minimum age requirement of 16 years and stamina to stand for extended periods
- In addition, having experience in a similar role may be an added advantage. Otherwise, most courtesy clerks are trained on the job.