

# Kroger Stocker Job Description

---

## Duties and Responsibilities:

- Ensure a great shopping environment and satisfaction for customers, as well as pleasant and safe working environment for staff by demonstrating teamwork
- Ensure friendly and efficient service to customers by demonstrating patience, sincerity, and respect in all interactions with customers and appreciate them with a "Thank you" for their business
- Meet and greet customers with a friendly attitude anywhere in the store, assisting them in every way, including carrying out price checks, escorting them to product locations, helping them to get items that are out of reach, and loading or unloading heavy items
- Provide prompt answers to customers' questions and requests and communicate effectively with them
- Follow Kroger guidelines in operating equipment such as box cutter, pallet jack, forklift, broom, and mop
- Build and maintain displays and ensure aisles are stocked
- Apply the right case cutting techniques in cutting and sorting Grocery stock loads, and ensure products are handled carefully to prevent damage
- Place product correctly; face and rotate product; and work display to shelf items
- Perform stock sorting by aisle, load it in a stable manner onto pallets or carts, and then transfer it to the right aisle
- Ensure production counts based on pallets or/and cases; provide help with ordering by the Grocery department
- Perform clean up duties on the sales floor or backroom, including cleaning up of spills, picking up and compacting cardboard pallets/stacks, disposing of used razor blades, and storing overstock
- Ensure individual assignment card is maintained to document production rate, fixed activities, and record piece count
- Provide assistance to cashiers on product replacement and price checks

- Help with cashier duties such as scanning and processing orders of customers, processing coupons and tender, adhering to Front End procedures on scanning, and delivering of excellent customer service
- Perform call duties, including answering phone calls to the department and providing the needed assistance to callers
- Adhere to [Kroger](#), local, state, and federal health code regulations in complying with all sanitary, safety, and food safety procedures/guidelines/regulations and programs.

### **Kroger Stocker Requirements – Skills, Knowledge, and Abilities**

- Strong and effective customer service and interpersonal communication skills
- Strong ability to work effectively and efficiently in a fast paced environment
- Possess friendly, outgoing, and approachable attitude, and ability to work in a team environment
- Possess outstanding decision making skills/sound judgment
- Possess basic math skills, such as addition, subtraction, and counting
- Possess High School Diploma or its equivalent educational level
- Strong ability to perform physical activities frequently, such as reaching, bending, turning, squatting, pulling/pushing items 300 to 2500 lbs., standing, walking, and carrying/ lifting items 10 to 25 lbs.
- Strong ability to climb and run, and work above floor level occasionally
- Strong ability to handle all backroom and ordering equipment, including safety cutter and box baler
- Strong ability to heed to instruction and coaching related to work habit, attitude, and performance from the supervisor.