

# Kroger E-commerce Clerk Job Description

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- Meets and exceeds the expectations of customers for easy shopping, freshness, variety, and cleanliness
- Adheres to federal, state and local laws, company guidelines and food safety procedures
- Receives the orders from the customers from Order Selector according to the guidelines of the company, and stores products in optimal temperature zones
- Initiates and completes the selection process for the online orders of customers
- Ensures the freshness and quality of all chosen items
- Uses a portable phone to communicate with customers and responds to their calls in a professional and timely manner
- Retrieves the orders of each customer from all staging locations and ensures the accuracy of the orders. Also loads orders into the cars of the customers
- Processes all orders through the POS (point of sale) system
- Follows the procedures and policies to determine the appropriate substitutions in the event where a product is out-of-stock
- Scans and bags all orders on the go while following all bagging standards
- Communicates if there are any exceptions or substitutions to customer's order at the time of pick-up
- Maintains the cleanliness and organization of equipment and staging areas
- Gives feedback about the pricing, scanning, discrepancies in location of items, scanning, and invalid temperature types to the store e-Commerce supervisor
- Inspects the company's equipment and notifies the store e-Commerce supervisor of the items which need to be repaired
- Performs opening and closing procedures required

- Learns and adapts to new and improved processes
- Aids in the training of new e-Commerce team members
- Meets and exceeds the standards of productivity
- Performs the essential job functions of this position even without reasonable accommodation.