



HFN Group of Businesses

Job Description

Job Title	Market Store Clerk
Classification	Seasonal – Full-Time
Work Location	Bamfield, BC
Reports to	Market Manager
Budget Authority	Nil
Number of direct reports	Nil

Position Summary

The Market Store Clerk is responsible for the day-to-day operation of the Market ensuring that Customers receive exceptional customer service and all the cashier duties within the Market.

Duties and Responsibilities

- Keep facility neat, clean, safe and sanitary.
- Accurately handle cash and credit transactions.
- Assist in receiving, storing, stocking products while ensuring proper rotation and quality.
- Prepare food and baked goods as required to fill Deli area.
- Ensure that all prepared food for deli is properly cooked and handles within general accepted Food safe rules and regulations.
- Promptly responds to and resolves issues raised by customers.
- Courteously greet customers and answer phone calls when needed.
- Work as part of the Market & Café team to ensure a safe, positive experience for all customers.
- Notify the supervisor when issues arise regarding store operations and equipment.
- Perform other related duties and tasks as required to meets the on-going needs of the business.

Operational Requirements

- Ability to work flexible hours including nights, weekends and statutory holidays
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.
- Ability to interact with customers and the public at large.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,

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- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

Qualifications and Experience

- Completion of Grade 12 or equivalent (preferred)
- Food Safe certification
- Serving It Right Certification
- Direct work experience in the customer service industries
- Experience working with Microsoft Office or equivalent software applications including electronic cash and point of sale systems
- Strong working knowledge of food and beverage industry principles, methods, practices, and techniques
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions required
- Ability to provide excellent customer service
- Ability to work effectively, professionally and courteously with other staff.
- Ability to be diplomatic and pleasant under stressful conditions.
- Ability to work individually as well as part of a team
- Knowledge of HUU-ay-aht First Nations goals and aspirations
- Demonstrated ability to model HFN Sacred Principles: **?iisaak** (Greater Respect), **?uu?atuk** (Taking Care Of), and **Hišuk ma c'awak** (Everything is One)

(Employee Name)

Date

Manager

Date