



**Job Description:** Grocery Clerk

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Grocery Store Manager

### **About Shearwater Resort**

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination located in British Columbia's Great Bear Rainforest. The resort's grocery store serves as an essential resource for local residents, marine travelers, and resort guests, offering fresh produce, pantry staples, and other daily necessities. The Grocery Clerk is a vital member of the team, ensuring the store operates smoothly and provides excellent customer service.

### **Position Overview**

The Grocery Clerk is responsible for stocking shelves, assisting customers, and maintaining the cleanliness and organization of the grocery store. This role also involves handling inventory, operating the point-of-sale (POS) system, and ensuring a welcoming shopping experience for all customers. Reporting to the Grocery Store Manager, the Grocery Clerk contributes to the overall success of the store by supporting day-to-day operations and upholding Shearwater Resort's commitment to quality service.

### **Key Responsibilities**

#### **Customer Service**

- Greet customers warmly and assist with locating items, answering inquiries, and providing product information.
- Operate the POS system to process sales transactions accurately and efficiently.
- Address customer concerns or complaints professionally and escalate issues to the Grocery Store Manager when necessary.

#### **Inventory and Stocking**

- Stock shelves, refrigerators, and freezers with products, ensuring items are displayed neatly and are easily accessible.
- Monitor stock levels and communicate restocking needs to the Grocery Store Manager.
- Rotate products to ensure freshness and reduce waste, removing expired or damaged items promptly.

## **Store Maintenance**

- Maintain a clean and organized store environment, including shelves, aisles, and storage areas.
- Clean and sanitize work areas, including the checkout counters and equipment, as required.
- Assist with unloading and organizing deliveries, verifying quantities and product quality.

## **Point-of-Sale Operation**

- Process customer purchases, including cash, credit, and debit card transactions, using the POS system.
- Ensure accurate pricing and handle returns or exchanges according to store policies.
- Balance cash registers at the end of shifts and report discrepancies to the Grocery Store Manager.

## **Team Collaboration**

- Work closely with other grocery clerks and the Grocery Store Manager to ensure efficient store operations.
- Support team members during busy periods or special events, such as holiday promotions or inventory audits.
- Participate in team meetings to stay informed about store updates, policies, and procedures.

## **Qualifications**

### **Education and Experience**

- High school diploma or equivalent preferred but not required.
- Previous experience in retail, customer service, or grocery operations is an asset but not mandatory; training will be provided.

### **Skills and Competencies**

- Excellent customer service and communication skills.
- Ability to operate a POS system and handle transactions accurately.
- Strong organizational and multitasking abilities in a fast-paced environment.
- Attention to detail and commitment to maintaining high standards of cleanliness and presentation.

### **Key Attributes**

- Friendly and approachable demeanor with a focus on customer satisfaction.
- Dependable and punctual, with a strong sense of responsibility.
- Flexibility to meet the dynamic needs of a busy grocery store environment.

## **Working Conditions**

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Work involves standing for extended periods and handling light to moderate loads.
- Flexible shifts, including evenings, weekends, and holidays, as required.

## **Compensation and Benefits**

- Competitive hourly wage based on experience.
- Opportunities for professional growth and training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while supporting Shearwater Resort's mission of sustainable tourism and community engagement.

## **Disclaimer**

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Grocery Store Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

## **How to Apply**

Interested candidates are invited to submit their resume and cover letter to [hr@shearwater.ca](mailto:hr@shearwater.ca) with the subject line "Application: Grocery Clerk." Applications will be reviewed on a rolling basis until the position is filled.