

Job Class Profile: Liquor Sales Clerk**Pay Level: CG-22 Point Band: 364-387**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	4	2	2	2	2	1	3	
Points	93	50	25	10	60	43	41	21	32	375

JOB SUMMARY

The Liquor Sales Clerk is responsible for providing customers with product information and receiving and selling of stock as part of the standard sales work process.

Key and Periodic Activities

- Provides customer assistance with the sale of alcoholic beverages.
- Performs inventory control (i.e. receives stock and maintains product shelves).
- Operates a point of sale system for alcoholic beverage purchases (i.e. works on register, records sales, balances cash, etc.).
- Maintains store security and performs loss prevention activities.
- Ensures that persons prohibited from the purchase of alcoholic beverages are not served.
- Fills custom orders.
- Attends product knowledge seminars.
- Maintains general store cleanliness.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of the organization's methods, policies and procedures (Set the Tone, Explore Their Needs and Occasion, Recommend Primary Solutions, Value Adding Solutions and Encourage the Sale Today and Tomorrow (SERVE) Customer Service Training, Occupational Health and Safety (OH&S)).
- Specific product knowledge seminars.

Formal Education and/or Certification(s):

- Minimum: High School Diploma.

Years of Experience:

- Minimum: 1-2 years

Competencies:

- Operates machinery in a warehouse setting (i.e. forklift pallet, jack).

- Operates computerized point of sale system (POS).
- Prepares electronic letters and correspondence.

Interpersonal Skills

- A range of interpersonal skills are used to listen and provide customers with product requests; listen and ask questions to various stakeholders to gain product knowledge; promote and sell products; and deal with angry or upset customers.
- Communications occur with employees within the immediate work area and department, supervisor, customers and the general public, and from time to time with external stakeholders such as wine and alcohol representatives.

EFFORT

Physical Effort

- Occasionally, the demands of the job result in considerable fatigue, requiring periods of rest.
- At times there is a requirement to move stock over 50 lbs., however this is with the assistance of a forklift, pallet jack, or hand cart. Also required to stand for extended periods while at the cash or on the sales floor (where movement is not restrictive). Regularly handling stock often involves cramped positions with regular bending and kneeling. There is a regular requirement for strength and endurance.
- Physical effort also includes constantly using fine finger or precision work on the computer, and regularly using equipment to unload stock while maintaining physical balance.

Concentration

- **Visual** concentration includes constantly monitoring the store for loss prevention, checking age requirements for sales, signs of customer impairment, unpacking boxes, and stocking shelves.
- **Auditory** concentration includes listening to supervisor for assigned tasks, filling customer club requests, and general orders for the public.
- Other sensory demands may include **tasting** of various products to ensure marketable quality.
- Class requires a significant degree of **alertness and attentiveness for the health and safety of others** when stocking shelves with product, operating a pallet jack/forklift, or when performing store surveillance.
- Work is subject to busy times with increased customer traffic resulting in a **lack of control over the work pace** (i.e. Christmas season, summer vacations).
- **Exact results and precision** are constantly required when stocking shelves in a safe manner, handing cash, and utilizing the point of sale (POS) system.

Complexity

- Tasks are generally well defined and require the use of similar knowledge and skills.
- Typical challenges/problems require either obvious or simple solutions. These challenges can be addressed by following procedures and/or guidelines (i.e. Set the Tone, Explore Their Needs and Occasion, Recommend Primary Solutions, Value Adding Solutions and Encourage the Sale Today and Tomorrow (SERVE) Program).

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks are generally prescribed or controlled. — Without formal approval, decisions can be made to refuse the sale of alcohol to a customer if determined to be a minor, or intoxicated. Decisions around floor surveillance can be made independently as well.
Impact
<ul style="list-style-type: none"> — This class works in a controlled environment. Work impacts are felt within immediate work area, within department and organization, and on customers and the general public. — Work impacts on finances (i.e. product loss or breakage), materials, health and safety and the overall corporate image. — The most significant impact is on health and safety in the immediate work area (i.e. improper handling of stock or stacking of shelves in the store). — Problems tend to be short-term, identified and resolved quickly, with some impact within the immediate work area and on clients (i.e. keying or scanning errors).
Development and Leadership of Others
<ul style="list-style-type: none"> — Not required to supervise any staff. — May be required to provide on the job training, advice and feedback to co-workers.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Required to wear safety shoes at all times, completion of a “fit-for-work” course on lifting techniques, and overall safe use of machinery (i.e. pallet jacks, forklifts, etc). — There is moderate likelihood of minor cuts, bruises, abrasions from regular use of utility knives while handling inventory. There is a limited likelihood of fractures, other injuries, or partial disability. — Occasionally there is exposure to dirt, dust, filth, or garbage in the warehouse, fumes, wet or slippery surfaces, dangerous heights, and physical dangers or threats from irate customers.