

Agency: Liquor Distribution Branch  
Location: Various

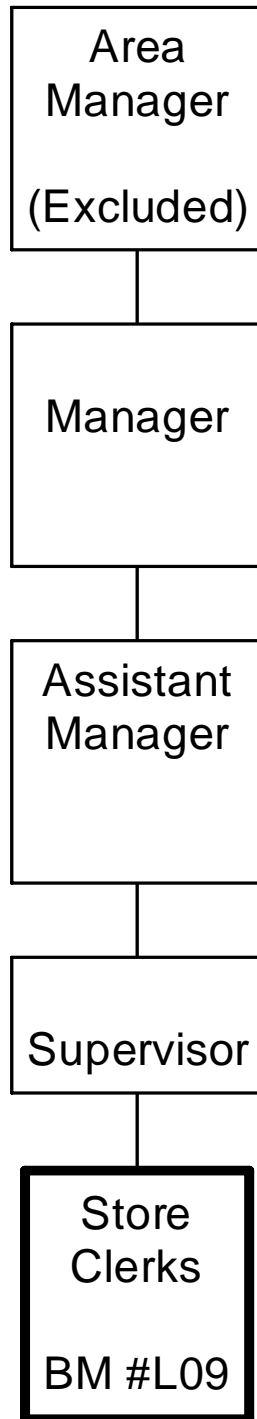
Working Title: **Store Clerk**  
Level: Range G2/3  
NOC Code: 6421

**PRIMARY FUNCTION**

To perform cashiering, customer service and warehouse duties in a liquor store.

**JOB DUTIES AND TASKS**

1. Performs cashiering and customer service duties
  - a. operates cash register including receiving money and debit transactions under their identity and password only
  - b. determines sobriety and age of customers and asks minors and intoxicated customers to leave if required
  - c. inventories shelf stock and reconciles against computer information to identify loss of stock due to shoplifting or administrative errors
  - d. takes orders for license sales and enters data onto computer for ordering
  - e. orders product and/or dry goods as requested
  - f. responds to customer inquiries regarding product
  - g. sets up promotional displays
  - h. receives bottle returns and issues refunds
  - i. stocks shelves with cases and bottles as required
  - j. performs maintenance duties such as dusting, sweeping and cleaning up broken glass
  - k. maintains excellent customer relations in accordance with LDB vision
  
2. Performs warehouse duties
  - a. receives and unloads liquor delivery trucks using electric pallet mover and pallet truck
  - b. unloads pallets and places stock in appropriate warehouse locations
  - c. prepares stock to fill orders for licensee and special occasion orders and validates order
  - d. retrieves stock for store shelves
  - e. signs for liquor and beer deliveries and validates accuracy
  
3. Other related duties
  - a. accesses computer terminal to provide reports
  - b. performs routine functions related to the recall of laid-off regular and auxiliary employees such as scheduling of work and records maintenance
  - c. may sell permits (i.e., Special Occasion Licenses)



FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<b>JOB KNOWLEDGE</b> Know several work tasks and how to do arithmetic to cashier, stock shelves, order and store stock and provide product information to customers.	B	40
2	<b>MENTAL DEMANDS</b> Judgement to select a known action in completing specific tasks to perform cashier, stock keeping and warehouse duties in a liquor store, respond to customer inquiries regarding product and determine sobriety and age of customers.	B	40
3	<b>INTERPERSONAL COMMUNICATION SKILLS</b> Discretion required to exchange information needing an explanation of store policy to deal with intoxicated or unruly customers	C	30
4	<b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to operate cash registers with some requirement for speed to process client line-ups while bagging product and making change.	C	15
5	<b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> <u>Freedom to Act: 2</u> <u>Comparative Effects: IIa</u> Guided by specific procedures, affects program delivery by changing the order of completion to perform cashiering, stocking and warehousing duties in a liquor store and respond to customer inquiries.	B	30
6	<b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Some financial responsibility to sign for liquor and beer deliveries and validate accuracy of order.	C	15
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to operate electric pallet mover to move and store product.	C	15

<b>FACTOR NO.</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>CLASS. POINTS</b>
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Little or no responsibility for human resources.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Moderate care and attention to prevent accident or injury to others by refusing service to intoxicated individuals.	C	15
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Close attention to detail to regularly visually and by touch collect money and issue change.	B	6
11	<b>PHYSICAL EFFORT</b> Heavy physical effort to frequently lift moderate weight boxes of liquor products.	E	24
12	<b>SURROUNDINGS</b> Exposure to almost always working at a site open to the public, with background noise.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from frequently lifting of moderate weight boxes of liquor products.	C	6

**Total Points: 245**

**Level: Range G2/3**