



Title	Bagger
Department	Front End
Manager	Front End Lead
FLSA Status	Non-Exempt
Pay Level	I
Author/Revision Date	WW/2.16.2020

Job Description

Purpose of Position

A Bagger is an integral part of a customer's shopping experience, providing exceptional service by ensuring quick and efficient service and greeting and interacting with the customer in a friendly and personal way while being responsive to customer questions and inquiries.

Essential Functions of all Oryana Positions

- Provides exceptional customer service to internal & external customers, both in person & via phone:
 - Responds promptly and honestly to customer inquiries.
 - Greets customers with a smile and friendly demeanor.
 - Communicates respectfully.
- Wears any Oryana required uniform (nametag, apron, chef coat, etc.) so as to be easily identifiable to customers and able to work safely (hair covering, closed toed shoes, etc.)
- Asks for help from co-workers and provides help to customers and co-workers as needed.
- Works efficiently and safely.
- Takes initiative and works as a part of a team.
- Approaches work with a positive attitude.
- Collaborates with others to find solutions and accepts solutions once determined.
- Continues to learn and develop knowledge as it relates to the position, co-op, and industry.
- Demonstrates regular and dependable attendance.
- Follows department procedures and SOPs.

Essential Functions of Bagger Position

- Packs purchases in bags and/or boxes, arranging the items in a manner appropriate to each item – fragile, frozen, etc.
- Maintains shopping carts and baskets, including:
 - retrieving empty carts from the parking lot(s)
 - keeping carts and baskets orderly and accessible for customers
 - cleans and sanitizes carts and baskets on a regular basis
- Provides carry out service as requested.
- Restocks bags as needed; informs Front End Manager when bags need to be ordered.
- Delivers bottle returns to the appropriate area in Receiving.
- Monitors parking lots for trash and carts.

- Performs cleaning tasks as needed, including trash, recycling, register lanes, and entrances/exits.
- Restocks unpurchased and returned items to the appropriate location.
- Other duties may be assigned.

Additional Functions of Bagger Position

- Ensures department and store conditioning are exemplary.

Essential Knowledge, Skills and Abilities

- Ability and willingness to work some weekends and/or evening hours.

Preferred Knowledge, Skills and Abilities

- Familiarity with Oryana product offerings.

Physical Demands and Work Environment

- Ability to regularly move/transport up to 25 lbs. and occasionally up to 50 lbs.
- Ability to move in between different areas of the building, including stairs and ladders.
- Ability to observe customer/co-worker needs; product defects/irregularities; and potential hazards.
- Ability to operate equipment including a phone system, computer, and box cutters.
- Ability to communicate and exchange information, including the ability to collect/record information.
- Regular exposure to common food allergens.

This job description is a general description of job functions. It is not intended to describe all duties someone in this position may perform. All employees of Oryana are expected to perform tasks as assigned by leadership, regardless of job title or routine job duties. Oryana reserves the right to revise this job description at any time and to require employee to perform other tasks as circumstances or conditions of its business operations or work environment change.