



## Retail Store Associate

**Department:** Retail

**Classification:** Full-time/Part-time, Hourly

**Reports To:** Retail Store Manager, Café Lead, Retail Store Assistant Manager



### ALL ABOUT LAKE CHAMPLAIN CHOCOLATES

Born from a dare to do better, we at Lake Champlain Chocolates, are driven by our passion to change the world one delicious piece of chocolate at a time. Since the first truffles we made in 1983 to our Five Star Bars® rolling off the line today, our goal has always been about combining creativity and craftsmanship, while sourcing only the best ingredients to create premium chocolate that is truly unforgettable. We infuse passion, integrity, and an unrivaled commitment to community in everything we do to make the world a better and more joyful place. Every employee's contributions make our company what it is today: a warm, welcoming, inclusive and successful certified B Corporation® committed to being a force for social and environmental good. We are committed to making a positive impact on our local and global communities through the choices we make sourcing materials and while operating our facilities and stores. Our community of employees work hard, care about each other, care about the integrity of our products, and share a passion for delicious confections.

### POSITION PURPOSE – WHAT YOU WILL DO

As a Retail Store Associate, you'll provide sales, cashier, and café service to Retail store customers. You will ensure that customers receive great service and quality goods while you promote the LCC brand.

### THE WHEN AND WHERE

Your regular schedule at your designated store will depend on your availability and the staffing needs of that store. Our company stores are located in Burlington (Church Street and Pine Street), Waterbury, and Stowe Vermont. Some weekend work will be required since weekends are typically our busiest times. During the summer months, we extend our hours, so some evening shifts may also be required. Once a month, each store conducts a monthly inventory count, and many select retail employees are expected to assist in this important work. We value your health and wellness, so we offer many programs to keep employees healthy, engaged, and recognize them for the important work that they do.

### YOUR RESPONSIBILITIES AND CONTRIBUTIONS

- Upholds company policies, standards, and philosophy.
- Assists the Retail managers in implementing policies and procedures for the store.
- Maintains a safe work environment.
- Ensures that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge, and all other aspects of customer service.
- Ensures café customers are served efficiently; maintains proficiency with making all Café items and assists with all café responsibilities.
- Maintains an awareness of all promotions and advertisements.
- Assists in floor moves, merchandising, display maintenance, and housekeeping.
- Assists in processing and replenishing merchandise and monitoring floor stock.
- Offers flexibility and availability to work during the busiest times of the year.
- Aids customers in locating merchandise.
- Participates in month-end inventory and cycle counts.
- Rings up sales at registers, bags merchandise, and processes product refunds/returns.
- Performs any other tasks as assigned by Retail management.

## **SUCCESS FACTORS FOR THIS ROLE**

- Store operations are performed in accordance with LCC's policies, procedures, and high-quality standards.
- Duties and responsibilities are carried out in a timely, accurate, and efficient manner.
- Customers and employees are consistently amazed by service, timely communication, and resolution of issues.
- Superior performance is demonstrated in customer service, communication, and building the LCC brand identity.
- A positive, high quality, and respectful store environment is created and maintained.
- Good communication and effective working relations exist with all other workers.
- Timely and accurate data is reported to Retail Store Management regarding day-to-day activities.

## **WORK ENVIRONMENT**

- Must be able to stand or walk for extended periods of time.
- Must be able to exert up to 30 lbs. of force occasionally, 10 lbs. frequently.
- Understand that worker and food safety is the responsibility of everyone at LCC and always work in a safe manner.
- Adhere to company-wide norms and values and look for ways to reduce, reuse and recycle.
- Strive to continually improve our processes and reduce our environmental impact.
- Be positive, cooperative and professional with all LCC co-workers, leadership, consumers, and vendors.
- Ability to follow directions and ask clarifying questions when unclear in order to master your role.

## **WHAT LCC OFFERS – OUR CULTURE**

- An inclusive workplace where diversity is championed
- Excellent health, dental, vision and 401K plans
- Ample paid time off
- Competitive compensation with eligibility for annual pay increases
- Wellness benefits such as chair massages, monthly healthy snacks, and recognition lotto
- An abundance of free chocolates, daily

As a community, we expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission, and core values. We consistently AMAZE our customers; VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

## **QUALIFICATIONS**

### **EDUCATION AND KNOWLEDGE REQUIRED:**

High School student or graduate or equivalent

### **PLUSES:**

Cashier experience, experience working on a team in a retail setting or in food service.

### **KEY SKILLS AND ABILITIES:**

- Must be familiar with and follow company policies and procedures and employee handbook contents.
- Exhibit a positive, enthusiastic, and pleasant demeanor.
- Ability to give, receive and act on feedback.
- Well-organized, accurate and strong attention to detail.
- Remains calm and composed under pressure.
- Able to work well with others; build and maintain positive employee relations; team player.
- Able to set, manage, measure and complete tasks on time; plan effectively and follow through.
- Solid interpersonal, public relations and customer service skills.
- Independent and self-directed.
- Results oriented. Strives for continuous improvements.
- Ability to effectively deal with customers on the telephone, in-person, and via e-mail.
- Proficiency in operating a cash register.

*In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*