

NORTEC JOB SPECIFIC SKILLS COMPETENCY

STOCK CLERK, RETAIL (Self-service Store/Sales Floor)

DOT 299.367-014 / O*NET: 43-5081.01 SVP 4

Job Description: Inventories, stores, prices, and restocks merchandise displays in retail store. *Physical Demands*-Active w/heavy lifting, carrying, or moving (up to 100 lbs); *General Educational Development* R3 M2 L2; *Aptitudes* - Average General Learning Ability, Verbal, Finger Dexterity Manual Dexterity.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate proper procedure for accepting shipments/deliveries, including checking packing slip and checking merchandise for damage. (R, IN, S, T)
2. Can demonstrate ability to correctly sort, organize and manually mark items with identifying codes, such as price or stock or inventory control. (R, IN, S, T)
3. Can demonstrate proper use of barcode scanning equipment to record incoming stock, verify pricing and maintain computerized stock inventory. (R, IN, S, T)
4. Can demonstrate ability to price items using stamp or sticker according to price list. (R, IN, S, T)
5. Can demonstrate proper technique for attaching protective devices to products to protect against shoplifting. (R, S, T)
6. Can demonstrate ability to stock shelves, racks, cases, bins, and tables with new or transferred merchandise. (R, IN, S)
7. Can demonstrate ability to design and set up advertising signs and displays of merchandise on shelves, counters or tables to attract customers and promote sales. (R, IN, S)
8. Can demonstrate ability to keep stock clean and in order. (R, S, T)
9. Can demonstrate ability to sweep aisles, dust display racks and perform other general cleaning duties. (R, S, T)
10. Can demonstrate ability to take inventory or examine merchandise to identify items to be reordered or replenished. (R, IN, S)
11. Can demonstrate ability to requisition merchandise from supplier based upon available space, merchandise on hand, customer demand, or advertised specials. (R, IN, S)
12. Can demonstrate ability to appropriately answer customer questions about merchandise and advise customers on merchandise selection. (R, IN, S)
13. Can demonstrate ability to itemize and total customer merchandise selection at checkout counter, using cash register, and accept cash or charge card for purchase. (R, IN, S, T)
14. Can demonstrate ability to appropriately wrap, bag, or box merchandise for customers. (R, I, S)
15. Can demonstrate ability to safely transport merchandise to specified vehicle for customer. (R, S, T)
16. Can demonstrate good verbal communication skills. (I)
17. Can demonstrate ability to perform basic arithmetic operations quickly and accurately. (IN, S)
18. Can demonstrate ability to write legibly and follow spoken and written instructions quickly and accurately. (I)