

# Carryout Job Description

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## Summary

### Key attributes

- People skills / empathy
- Attention to detail
- Time management
- Teamwork

### Essential duties & responsibilities

- Treat customers with respect and courtesy. Carryouts have a variety of customer service roles to play, and it is crucial that each interaction is performed with outstanding customer service.
- Carryouts package customer purchases and bring those purchases out to the customer's vehicle. Bag customer purchases evenly and efficiently.
- Carryouts help customers find (and sometimes reach) products in the store. Always bring the customer to the product to make sure they find what they need.
- Carryouts stock shelves in grocery, dairy, frozen, and bakery departments. Product must be handled carefully to avoid damage, and rotated to ensure there is always fresh product on the shelf.
- Carryouts maintain promotional displays.
- Carryouts perform janitorial duty as needed and at the end of the night when floor cleaning crews are not scheduled.
- Daytime carryouts may occasionally unload docked trucks.
- Other duties as assigned.

### Supervisory responsibilities

Carryouts do not have any supervisory responsibilities initially. Carryouts work as a team under the supervision of the night manager and the closing cashier to complete each day's work.

### Qualifications

To perform this job successfully, an individual should be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or experience

Carryouts do not require any prior education or experience, though at least a middle school education is preferred.

## Language skills

A carryout must have the ability to read and interpret documents such as store signage, training materials, safety postings and schedules. A carryout must be able to converse with customers and coworkers frequently. Multilingual candidates are preferred.

## Mathematical skills

Carryouts should have basic mathematical skills, including addition, subtraction, multiplication and division in order to accurately interpret store signage and product postings.

## Reasoning ability

Carryouts should have a strong ability to identify and solve problems in a variety of situations, using past experience and knowledge to produce solutions at first with the help of the night manager and coworkers, but eventually independently.

## Physical demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Carryouts must frequently walk quickly from place to place within the store and in the attached parking lot. Carryouts must frequently lift, reach for, push and pull products individually and within containers weighing between 1 and 50 pounds. To do so a carryout must also frequently squat, kneel, bend over and rotate at the midsection. Carryouts often utilize ladders, two wheeled or four wheeled carts, or pallet jacks. Carryouts occasionally use light hand tools including razor blades. Carryouts over the age of 18 will use power equipment occasionally, including an electric pallet jack, box crusher, and pneumatic lift.

## Work environment

The work environment of the grocery store is well lit and temperature controlled. Carryouts will usually work in the center grocery aisles, but often work in coolers and freezers. Noise is moderate throughout the store, with increased volume in areas with compressors such as coolers & freezers, or when machinery is operating, such as the box crusher.

*I have read and understand this document:*

Name: \_\_\_\_\_

Signature: \_\_\_\_\_