



JOB DESCRIPTION

Count on Me – We know what to do, we make it easy, we do our part and we care!

Job Title: FT/PT Quality Assurance Associate

Job Code: 131/132

Department: Center Store (Grocery)

Reports To: Assistant Store Manager

Where Applicable: Evening Manager

Primary Purpose:

Provide our customers with a clean, safe, inviting place to shop by maintaining standards in accordance with the standard practice manual. Minimize shrink through proper utilization of standard practice.

Duties and Responsibilities:

- Maintain an atmosphere of enthusiastic customer awareness with primary emphasis on fast, friendly, and accurate customer service to create a positive shopping experience
- Courteous and helpful to other associates
- Sweep and clean floors on nights with no scheduled vendor services
- Weekly cleaning of Produce, Market and Deli Departments
- Clean and organize the store mop room
- Find more efficient ways to do the job and seek to reduce costs and improve labor productivity
- Follow QA daily check list and sanitation standards set by Food Lion
- Follow current Standard Practices regarding cleanup of Hazardous Waste product
- Maintain a complete understanding of and adherence to company guidelines, policies and standard practice
- Understand and follow Food Safety and Workplace Safety guidelines and procedures
- Observe and correct all unsafe conditions that could cause associate or customer accidents
- Report all associate and customer accidents in accordance with established Food Lion procedures to the Manager on Duty
- Ensure compliance with local, state and federal regulations
- Wear the Food Lion uniform complete with name badge, when on duty, has a neat and clean appearance while adhering to the Food Lion dress code
- Successfully complete Computer Based Training (CBT), Training Packet and Training Aid courses
- Perform all other duties as assigned

Qualifications:

- High school graduate or equivalent preferred
- Excellent interpersonal, organizational, communication and customer service skills
- Ability and willingness to learn multiple tasks and technical requirements of the job
- Ability to use technical information to solve problems
- Must meet minimum age requirements to perform specific job functions
- Must be able to meet the physical requirements of the position, with or without reasonable accommodations

Physical Requirements:

- Ability to use computers and other communication systems required to perform job functions
- Perform repetitive hand and arm motions
- Bend and lift products weighing up to 15 lbs. continuously, 25 lbs. frequently, and 50 lbs. on occasion
- Pull or push up to 75 lbs. on occasion

- Stand 100% of the time, frequently walking short distances
- Be able to handle a variety of substances associated with cleaning and packaging materials, fresh fruits, vegetables, house plants/flowers and household cleaners
- Use hands to frequently/continuously handle currency (paper and coin) as well as operate a variety of equipment such as cash register, lottery machine (where applicable), scanner, computer, and calculator
- Frequent reaching and grasping at waist level: occasionally above shoulder or below waist level
- Meet established volume activity standards for the position
- Tolerate working in extreme hot/cold temperatures for up to 20 minutes at a time
- Have sufficient visual ability to check ID cards, checks, invoices and other written documents

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