Workforce Role Description

This form is to be used by the workforce (employees, Church-service missionaries, and volunteers) of the Corporation of the President (COP) and Corporation of the Presiding Bishop (CPB). It describes general workforce requirements as well as purposes, responsibilities, and qualifications of the role identified below.

<table>
<thead>
<tr>
<th>Job title</th>
<th>Job code</th>
<th>Grade level</th>
<th>Approval date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerk, Sales</td>
<td>4096</td>
<td>83</td>
<td>05-09-2011</td>
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General Workforce Requirements

General requirements for the Church workforce:

- Temple worthiness
- Regular attendance and timely arrival at the assigned location

Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Purposes

Briefly describe why this job exists, who the customers are, and what the customers expect.

Incumbents provide high-quality customer service which routinely requires product knowledge to assist customers. Responds to customer questions regarding curriculum, proper fitting of clothing or issues of similar complexity. Incumbents possess cashiering skills coupled with product knowledge acquired on the job. Product knowledge is generally acquired during a brief learning period of approximately one to three months. As new products are added to inventory, incumbents are expected to develop understanding of contents and/or properties to adequately serve customers. May provide personal-fitting services to patrons at Clothing Distribution Centers. May perform some housekeeping duties to ensure the facility, equipment and storage areas are in good condition.

Responsibilities

Describe what the major responsibilities of the job are, including accountability, problem solving, relationships, interactions, results, and relevant metrics and measures. List responsibilities in order of importance, and indicate percentage of time spent on each.

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Qualifications

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

High School Education or equivalent. Retail Sales and Customer Service experience. Good communication and people skills. Basic Math and Computer skills preferred. BFOQ - Must be endowed female with current temple recommend if working in Beehive Clothing Distribution Store. Work as scheduled and needed. Must be familiar with Six Sigma or continuous improvement practices or be willing to attend training in the first year of employment to better understand these principles.