

# CU Hawaii LLC

## Job Title: CU Store Associate

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Operations

Reports To: Store Manager

## Job Summary

Store Associates are the heart of CU Hawai'i, responsible for delivering excellent customer service by maintaining high store standards of food quality, fast checkout, fun, safe environment and consistent cleanliness. Store Associates support daily operations by keeping shelves full, ensuring food safety standards are met, and maintaining superior CU brand standards.

## Key Responsibilities

### **\*\*Customer Service & Sales\*\***

- Quickly greet all customers with a friendly, positive attitude and assist with purchases.
- Educate customers on CU's unique brands and fun food experiences.
- Efficiently operate point of sales registers, handle all tender transactions, and promote CU rewards programs.
- Address customer inquiries and resolve issues in a professional manner.

### **\*\*Food & Beverage\*\***

- Prepare and stock food and beverages following CU safety and quality standards.
- Follow food safety procedures and health code requirements.
- Maintain consistent cleanliness and readiness of all foodservice equipment and areas.
- Monitor food and beverage supplies keeping supplies full for customer.

### **\*\*Stocking & Inventory\*\***

- Receive, check, and stock merchandise according to CU stocking checklists.
- Ensure proper rotation, labeling, FIFO and placement of dry and fresh products.
- Support pre-stocking, stocking, and inventory verification processes.
- Monitor suppliers to ensure consistent product availability and quality.
- Ensure all displays, signage, promos and marketing are accurate, posted and damage free.

### **\*\*Store Maintenance\*\***

- Uphold cleanliness and safety standards throughout the store.
- Perform daily opening, mid-day and closing duties per CU operations checklist.
- Zero tolerance for any spills or trip hazards.

### **\*\*Compliance\*\***

- Adhere to CU Hawai'i policies and procedures, including permits and licenses compliance.
- Follow operational checklists for health, safety, and inspection readiness.
- Able to handle and sell alcohol and any age restricted items as permitted by law. Must follow all laws regarding the handling and selling of age restricted items.

### **\*\*Benifits\*\***

- Competitive pay & benefits package
- Training and career growth opportunities
- Supportive and team-oriented work environment

### **\*\*Qualifications\*\***

- Positive and customer-focused attitude.
- Ability to multitask, work in a fast-paced environment.
- Able to stand, bend, reach and lift up to 50 lbs.
- Basic math and communication skills.
- Food handler's certification (required before first shift).
- Previous experience in retail, cashiering, or foodservice preferred but not required.
- Flexible and open availability for full-time positions.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.