



Job Preview – Stock Clerk Role

Jobs within the retail industry can provide a great opportunity to develop your employment skills, gain experience, and build your resume. Some require significant customer interaction, while others occur ‘behind the scenes’ with little or no customer contact. Many retail jobs are considered entry-level positions with an opportunity to grow and move into higher-level positions with more responsibility and a bigger paycheck!

This job preview focuses on two stock clerk positions within a retail store setting. We will be highlighting some of the common tasks performed, as well as some of the challenges of the jobs to help you gain a better understanding about the two roles. Let's get started!

The day shift stock clerk role is performed during regular business hours while customers are in the store. Your main responsibilities include loading a pushcart and transferring merchandise from the stock room to designated aisles throughout the store; replenishing items on shelves; and organizing products so they are lined up with all of the labels facing the same way. At times, you may need to use a ladder to reach the top shelves safely. You will be required to follow checklists to ensure that all pricing labels are correct, and to affix new labels when there is a price change or a sale. You may also be asked to bag items at the checkout counter, or to fill online orders for customer pick up and delivery. Good communication and customer service skills are essential, as you'll be expected to help customers find items, answer their questions, and handle their concerns.

The second stock clerk role is performed during the early morning or overnight shift. Many of the core responsibilities are the same as the day shift stock clerk; however, you will be working when the store is closed in a more controlled environment, with no customer interaction. In addition to stocking shelves and organizing products, you will be responsible for mopping the floors and ensuring that the store aisles are clean and tidy. This position is good for people who consider themselves “night owls.”

If you like working on your own, the stock clerk positions occur in an independent work environment. The jobs are routine based with clear and defined expectations - in most cases you'll be following a task list or a visual guide, so you'll know exactly what work needs to be done and what is expected of you. The work in these roles is precise and detail-oriented, requiring strong organizational skills to ensure that products are unpacked and displayed quickly in the proper place. Training for these roles is often by example - instead of reading a manual or being told what to do - you'll be able to see it demonstrated and participate while you learn.

There are some challenges to the stock clerk jobs that you should consider before deciding if one of them is a good fit for you. The day shift role takes place in a fast-paced environment with significant customer interaction. At times, your work may be interrupted if a customer has a question, and you must be courteous and helpful, and then return to your tasks as quickly as possible to ensure you complete your daily workload. There are also some physical demands with this job – you'll be on your feet for your entire shift, and you will have to do some bending and lifting. Some unique challenges also exist related to the early morning or overnight stock clerk position.



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During this shift, there are fewer staff on-site, so you will need to be a self-starter and motivated to complete tasks with little supervision or co-worker support. Since your work is performed during the early morning or late at night, there is the potential for a disrupted sleep schedule. You will also need to consider your transportation needs, and if you use public transit, to make sure it is accessible during your working hours.

No matter which role you work in within the retail industry, dependability and a positive attitude are important. You'll be able to meet new people and learn tasks that are easily transferable to other positions and industries. For example, the skills you develop and gain in a stock clerk position could be applied to a wide variety of retail stores such as clothing and shoes stores, hardware, paint and lumber stores, grocery stores, drug stores, warehouse and distribution centres, or the food and beverage departments of a restaurant or hotel.

If you're looking for a positive work environment and the opportunity to grow and advance over time, a stock clerk role might be a good fit for you and a great place to start your employment and career journey!