

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 008016
Grade 14**

LIQUOR STORE CLERK II

DEFINITION OF CLASS:

This is retail sales work involving the sale of alcoholic beverages, and related clerical and custodial duties in County liquor stores. Contacts are with store managers and assistant managers to receive assignments and provide information. This class of work requires an employee to have continuous contact with customers to answer questions, make sales, and to enforce Federal, State, and County laws, rules and policies governing the sale of alcoholic beverages.

An employee in this class performs varied duties in a liquor store including stocking shelves, cleaning and arranging merchandise, operating a cash register, providing information to customers, performing housekeeping duties, and performing related store operations. Employees in this class assist Store Managers and Assistant Store Managers with the preparation of daily sales and inventory reports, making deposits and picking up cash from banks; they also help train other Liquor Store Clerks, may manage store operations for periods of short duration, and attempt to resolve any unusual problems that may arise. The employee follows a variety of County, State and Federal laws, deciding which guidelines are appropriate and referring only significant deviations to the supervisor. Work is performed under moderate supervision and in accordance with established guidelines, rules and procedures. Employees work a varied schedule in order to provide staffing during the hours of store operations. Guidelines consist of Department policies and procedures and applicable alcoholic beverage laws and regulations. This class is distinguished from the Liquor Store Clerk I class by a broader range of knowledge required of store operations and products. An incumbent works independently; only unusual situations or problems are referred to higher level management for assistance. Work is evaluated for conformity to Department policies and procedures, efficiency of store operations, and for resolution of problems and complaints. The complexity of the work is characterized by the number of variables to be considered and evaluated in carrying out efficient store operations and resolving customer problems and complaints. The work of the incumbent affects the efficiency of the retail operations of the store to which an employee is assigned. Work is performed in a store environment and requires long hours of standing and frequent movement. The work also involves exposure to abusive, aggressive and unpredictable behavior from the general public in a work location to which the public has unrestricted, open access. An employee occasionally lifts cases of beer, wine and liquor weighing up to fifty (50) pounds and may infrequently lift merchandise weighing up to one-hundred (100) pounds.

EXAMPLES OF DUTIES: (Illustrative Only)

- Stocks shelves after noting items to be replenished; retrieves cases of merchandise from storage areas to restock, using hand trucks or roller ramps to move merchandise; opens cartons, affixes item codes using marking device; dusts and wipes merchandise and shelves; and places stock in neat and orderly rows.
- Vacuums carpets and sweeps floors, cleans entry ways and washes windows, picks up debris and performs similar housekeeping and custodial duties to keep stores clean and presentable.

- Operates cash register to process sales, "ringing" up item codes, taking cash from customers, and making change.
- Takes inventory and helps check in deliveries; unloads and places merchandise in storage areas.
- Renders prompt and courteous service to the public; answers customers' inquiries regarding products and their use; takes special orders as requested; observes and enforces applicable laws, rules and regulations governing the sale of alcoholic beverages.
- May prepare daily summaries of sales, inventory lists and other reports.
- May verify merchandise unloaded from delivery trucks.
- Makes bank deposits and picks up cash for store registers.
- Trains part-time clerks in store procedures; answers questions and attempts to resolve problems encountered in the work.
- May oversee store operations when the Store Manager and Assistant Store Manager are absent.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of the types and brands of alcoholic beverages, and of the Federal, State, and County laws relating to the sale of alcoholic beverages.
- Ability to operate a cash register and adding machine.
- Ability to make accurate and rapid mathematical computations.
- Ability to deal tactfully and effectively with people.
- Individual must have attained minimum age required by State law to handle alcoholic beverages.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience as Liquor Store Clerk I.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be considered.

Physical Ability: Ability to independently move by lifting and/or pushing single and case items weighing up to one-hundred (100) pounds.

PROBATIONARY PERIOD:

Individuals appointed to this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with a Drug Screen.

Class Established: February 1966

Revised: July 1974

September 1985

May 1986

March 1989

Classification Study: June 1993 (M)

June 1999

April 2010

August 2013