



Personal Shopper

About Us

Baltimore's Own. Family Owned.

We've been a Baltimore staple since 1944. As a family-owned grocery business, our mission has always been simple, to nourish our community through quality food, genuine service, and the care that comes from treating people like neighbors.

What began as a single neighborhood market has grown into two locations. While we've evolved over the decades, our values have stayed the same community first, pride in our work, and respect for the people we serve and work alongside every day.

Our vision is to continue building Baltimore's premier neighborhood grocery destination one where quality, craftsmanship, and community spirit come together. After more than 80 years, we're still growing, evolving, and investing in the people who make it all possible.

Position Summary: The Shopper supports customers who place grocery orders by phone or online by ensuring each order is fulfilled accurately, efficiently, and with the highest level of quality. This role selects products according to customer specifications, confirms freshness and accuracy, and communicates proactively regarding availability and substitutions. The Shopper also builds strong relationships with repeat customers by delivering personalized and dependable service.

Responsibilities:

Order Intake & Customer Communication

- Receive and process grocery orders via phone and online platforms.
- Ask detailed questions to clarify item preferences, brand selection, size, quantity, and substitution instructions.
- Confirm customer expectations regarding timing, pickup, or delivery.
- Communicate promptly and professionally regarding out-of-stock items or order adjustments.
- Offer suitable substitutions or alternative recommendations when requested items are unavailable.

Order Fulfillment & Product Selection

- Shop efficiently throughout all departments to fulfill customer orders.
- Select fresh, high-quality merchandise while strictly following customer specifications.
- Inspect products for freshness, appearance, and expiration dates.
- Ensure all items are accurately selected and match the order before checkout.
- Meet productivity and accuracy expectations for order completion.

Checkout, Staging & Delivery Coordination

- Coordinate with cashiers to ensure accurate payment processing.
- Assist in properly bagging items to protect product integrity.
- Label, organize, and stage completed orders for pickup or delivery.

PLEASE BE ADVISED THAT CANDIDATES MUST BE 18 OR OLDER TO BE CONSIDERED FOR EMPLOYMENT WITH EDDIE'S.



- Assist customers at pickup, verifying order accuracy and providing courteous service.
- Ensure orders are completed and ready within designated timeframes.

Customer Experience & Relationship Building

- Deliver exceptional, personalized service to enhance customer loyalty.
- Demonstrate strong product knowledge and make thoughtful recommendations or cross-sell items when appropriate.
- Build rapport with repeat customers and recognize preferences when possible.
- Handle customer concerns professionally and escalate issues when necessary.

Operational Support

- Maintain cleanliness and organization in work and staging areas.
- Follow all food safety, sanitation, and handling guidelines.
- Assist with front-end or store duties during slower periods as directed.
- Report recurring inventory issues or customer trends to management.
- Perform additional duties as assigned to support store operations.

Qualifications, Knowledge, Skills & Abilities

- High school diploma or GED required.
- Retail, grocery, or customer service experience preferred.
- Strong customer service and communication skills.
- Excellent attention to detail and accuracy.
- Solid problem-solving abilities and sound judgment.
- Dependable and able to work in a fast-paced environment.
- Ability to work independently and as part of a team.
- Flexible availability, including evenings, weekends, and holidays.
- Ability to stand for extended periods and lift grocery items as needed.

Benefits: *This role is eligible for select benefits after completing one year of service, provided you meet the required minimum hours worked.*

- Medical, dental, and life insurance coverage
- Employee discount
- 401(k) retirement plan with company matching
- Flexible Spending Account (FSA)
- Paid time off (PTO)
- Competitive referral program
- Employee Assistance Program (EAP)

Salary: \$15/hr.

Compensation is based on years of relevant experience, demonstrated customer service ability, and overall ability to multitask.

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