



## CASHIER POSITION DESCRIPTION

Position Title: Cashier Location: All Retail Stores  
Department: Front End Reports to: Department Manager  
FLSA:  Exempt  Non-Exempt EEO Category: Service Workers  
Sales

### **Position Summary:**

The cashier provides outstanding customer service by greeting customers in a polite manner and working efficiently to ensure accuracy during the check-out process.

### **Responsibilities:**

- Initiates interaction with customers by smiling, greeting customers politely, and providing assistance as needed.
- Ensures customer satisfaction by following through on customer requests.
- Build and maintains relationships with our customers.
- Checks in register at the beginning of shift for accuracy; notifies the front-end manager of discrepancies.
- Assists each customer by accurately scanning items, receiving payments and making correct change and providing with a receipt.
- Unloads customer carts as required, ensuring excellent customer assistance.
- Bags groceries properly to ensure that products arrive at their destination in the condition they left the store; asks customer's preference (i.e. plastic or paper).
- Enforces laws and regulations by checking identification when needed for tobacco and/or liquor purchases.
- Places bagged groceries in cart as needed.
- Prepares cash pickup daily or as required.
- Follows proper register close-out procedures at end of shift.
- Manages front end by cleaning, forward-facing, and/or organizing stock, wiping down register belts/fixtures.
- Re-shelves returned or not purchased items to the appropriate aisle and shelf.
- Works with the management team to help meet sales goals by working efficiently and accurately.
- Promotes upcoming events and holidays with customers by engaging in friendly conversation.
- Assists with store maintenance and product merchandising.
- Perform additional duties as assigned.

### **Supervisory Responsibilities:**

None

### **Qualifications:**

#### **Education, Certifications and/or Licenses:**

- High school diploma or equivalent.



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### **Experience:**

- Prior retail experience desirable.

### **Knowledge/Skills:**

- Must have strong customer service skills.
- Must have a helpful, courteous approach to resolving customer complaints.
- Ability to work a flexible schedule that includes nights, weekends and holidays is required.
- Ability to share workspace and work as a team player in a fast-paced environment, multi-task, pay attention to detail and meet deadlines.
- Ability to maintain and stick to a schedule and report on time.
- Must be a results-oriented professional with excellent verbal/written communication skills using diplomacy and discretion.
- Proficient in basic math and computer skills.
- Must be capable of handling cash and other payments accurately.
- Proficient with point-of-sales systems/registers.
- Ability to follow store procedures regarding coupons and gift cards.
- Must be a results-oriented professional with excellent verbal/written communication skills using diplomacy and discretion.
- Must comply with the Company's dress code.
- Perform all other duties as assigned.

**Salary:** \$15/hr