



Cashier

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 Cashier delivers exceptional customer service by greeting customers warmly, efficiently processing transactions, and ensuring accuracy at the checkout. This role supports a positive customer experience while assisting with front-end operations and store maintenance.

Responsibilities:

Customer Service & Engagement

- Greet customers politely, initiate conversation, and provide assistance as needed.
- Ensure customer satisfaction by following through on requests and addressing concerns.
- Build and maintain strong relationships with customers.
- Promote store events, holidays, and special promotions through friendly engagement.

Transaction & Checkout Management

- Verify register cash at the start of shift; report any discrepancies to the Front-End Manager.
- Accurately scan items, process payments, provide correct change, and issue receipts.
- Prepare cash pickups daily or as required and follow proper register close-out procedures at shift end.
- Check identification for age-restricted items (tobacco, alcohol) in compliance with laws and regulations.

Store Operations & Maintenance

- Assist customers by unloading carts, bagging groceries properly (plastic or paper per customer preference), and placing items in their carts.
- Maintain front-end cleanliness, organize stock, and ensure products are forward-facing.
- Re-shelve returned or unpurchased items to their correct locations.
- Assist with store maintenance and product merchandising as needed.

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



Team Support & Additional Duties

- Work efficiently and accurately to support store sales goals.
- Collaborate with management and team members to maintain a smooth workflow.
- Perform additional duties as assigned.

Qualifications, Experience & Skills

- High school diploma or equivalent.
- Prior retail or customer service experience preferred.
- Strong customer service skills with a courteous, helpful approach.
- Ability to handle customer complaints professionally and diplomatically.
- Team-oriented with the ability to multitask, pay attention to detail, and work in a fast-paced environment.
- Flexible schedule availability, including nights, weekends, and holidays.
- Reliable, punctual, and able to adhere to scheduled shifts.
- Results-oriented with excellent verbal and written communication skills.
- Proficient in basic math, computer use, and POS/register systems.
- Ability to handle cash and other payments accurately.
- Knowledge of store procedures regarding coupons and gift cards.
- Adherence to the Company dress code.

Carries out other duties as assigned to support front end operations, customer service, and overall office efficiency.

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/per hr.

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

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