

Cashier Job Description

Purpose

To quickly, accurately and efficiently process register transactions. To ensure a positive final interaction with customers by providing the highest standards of customer service. To bag groceries effectively and in a friendly manner.

Status

- Reports To: Front End Manager
- FLSA Status: Non-exempt (FT/PT)

Essential Responsibilities and Functions

Customer Service

- Treat internal and external customers fairly, consistently and with respect.
- Provide efficient and friendly service to all internal and external customers.
- Ensure that customers are not exposed to internal disagreements.
- Investigate and respond to customer requests.
- Ensure store cleanliness at all times.

Communications

- Communicates honestly, openly and respectfully with everyone in the organization.
- Communications are clear; ensures that they have been understood.
- Stays informed by consistently reading and responding to all forms of communication from others; emails, time clock messages, texts, log books.
- Communicates needs promptly and efficiently.

Department Operations

- Model high standard of customer service.
- Adhere to all training manual contents.
- Accurately operate cash register.
- Ensure security of money by following all established procedures.
- Bag groceries according to established guidelines.
- Maintain cleanliness of all work spaces.
- Advise immediate supervisor of equipment repair and supply needs.
- Refer unanswered product questions to the appropriate department or employee.
- Assist with cashier or customer service training as requested.
- Attend department meetings and training as required
- Perform all other duties as assigned by supervisory personnel.

The qualifications, responsibilities and job duties listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to do. Co-op reserves the right to revise this job description at any time and require that employees perform other tasks deemed necessary based on competitive, financial or environmental considerations.

Physical Job Requirements

The physical requirements described here are those that an employee must meet, with or without reasonable accommodation, to successfully perform the essential functions of this job.

- Ability to use computer keyboard, monitor, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 30 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to be present and working in assigned area for up to 3 hours without rest.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder.
- Ability to reach above shoulder height occasionally.
- Ability to talk and hear to communicate with customers.
- Finger and hand dexterity with ability to grasp and hold items of different sizes.
- Vision ability – close, distance, peripheral vision and depth perception.
- Ability to read register screen and product and shelf labels.

Working Conditions

The work environment described here is representative of the conditions an employee may encounter while performing the essential functions of this job.

- Frequent exposure to cold, hot, wet or humid conditions.
- Exposure to fumes, airborne particles, hazardous materials ranging from natural to chemical (store products, cleaning products, scents from working in a public setting).
- Exposure to and potential handling of fresh foods including meats and seafood.
- Handling objects that have been handled by the public.
- Frequently performs work standing on cement floors at the cash register.
- May work occasionally in temperature extremes (walk-in freezer, outside warehouse, hot kitchen, etc.).
- Noise level in the store is usually moderate to loud.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Ability to work well with others in a cooperative environment
- Ability to manage and motivate self
- Good communication and listening skills
- Ability to provide superior customer service
- Attention to detail
- Follow through with delegated tasks
- Basic math skills
- Comfort with technology-register functions, scanning technology
- Remain calm under pressure
- Accept direction willingly

