



Cashier
Front End Department
Part-time (15-30 hrs/week)

Greet customers, process sales transactions, assist with all aspects of customer service and owner inquiries, and help with cleaning and stocking. Front end staff persons ensure that customers enter the and exit the Co-op feeling welcome and valued.

Status

Pay level 1, Reports to Assistant Manager

Essential Duties and Responsibilities

Customer Service

- Exceed our customer's expectations for service and provide a welcoming environment for all in accordance with the Co-op's customer service standards.
- Respond to customer questions, complaints and requests in a timely and courteous manner. If unable to assist the customer, page operations staff or the department buyer.
- Understand and communicate the benefits of being an owner.
- Help orient new customers.
- Encourage feedback from customers.

Cashiering

- Count till in and out for each shift.
- Operate cash register by passing bar coded items across electronic scanner.
- Process customer purchases promptly and accurately using correct PLUs, department numbers, weights, prices and appropriate discounts.
- Make accurate change and give receipts to customers.
- Communicate price discrepancies to operations staff.
- Process returns according to the Co-op's return policy.
- Receive and process bottle returns (check for acceptability, count).
- Bag customer purchases.
- Call for backup to minimize wait time for customers.
- Maintain a working knowledge of all register procedures and procedures related to the front end department.
- Complete daily cash reconciliation (DCR) report and prepare drawer money for deposit.
- Maintain performance in accordance with cashiering procedures.

Adaptability/Flexibility/Dependability

- Arrive to work on time and ready to work.
- Be willing to fill in for others when emergencies arise.
- Adapt to changes in scheduling or store operations.
- Offer suggestions for improvement in your department and for the store in general.

General

- Wear appropriate clothing during shift, including apron, name tag and close-toed shoes.
- Keep your department orderly and clean.
- Attend scheduled staff meetings and trainings.
- Abide by Co-op policies and procedures as specified in the Keweenaw Co-op Employee Handbook.
- Perform other duties as assigned.

Physical Requirements

- Ability to lift 50 pounds.
- Manual dexterity.
- Ability to bend, lift and reach repeatedly for extended periods of time.
- Ability to stand in confined space for extended periods of time.
- Ability to perform repeated tasks for extended period of time.

Minimum Qualifications

- Commitment to the mission and goals of the Keweenaw Co-op.
- Regular predictable attendance.
- Excellent organizational and communication skills.
- Excellent time management skills.
- Detail-oriented.
- Ability to multi-task and remain flexible to the changing needs of business.

Preferred Qualifications

- Previous point of sale experience.
- Previous cash handling experience.
- Familiarity with natural foods and cooperatives.

Important Disclaimer

This job description is representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business or work environment change.