



# Cashier - Job Description

## Status

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- Reports To: Front End Manager, Operations
- FLSA Status: Non-exempt, Pay level I

## Purpose

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

## Essential Responsibilities and Functions

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### CUSTOMER SERVICE

1. Uphold and model Customer Service Program: Provide prompt, friendly and courteous customer service to customers and staff, including waiting on customers and responding to phone calls.
2. Answer customer questions, complaints and feedback. Take steps to ensure the needs of customers are met in a timely fashion; if unable to assist the customer, page operations staff or the department manager/coordinator/merchant for assistance and learn the content.
3. Understand and communicate the benefits of being an owner.
4. Maintain familiarity with all areas of the store in order to best assist customers; help orient new customers
5. Encourage feedback from customers.

### CASHIERING

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

### DEPARTMENT OPERATIONS

1. Receive orders and obtain credits following established procedures.



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2. Ensure that unsellable items are recorded and returned or disposed of following established procedures.
3. Keep accurate records as directed by bookkeeping and/or General Manager.
4. Ensure that department areas (aisles, shelves, bins and storage areas) are in clean, orderly condition meeting Health Department and customer service standards.

### **GENERAL STORE OPERATIONS**

1. Adhere to Co-op Team Code of Conduct.
2. Arrive to work on time and ready to work.
3. Be willing to fill in for others when emergencies arise.
4. Adapt to changes in scheduling or store operations.
5. Offer suggestions for improvement in your department and for the store in general.
6. Strive for continuous improvement.
7. Wear appropriate clothing during shift, including apron, name tag and close-toed shoes.
8. Keep your area orderly and clean.
9. Attend scheduled staff meetings and trainings.
10. Abide by Co-op policies and procedures as specified in the Keweenaw Co-op Employee Handbook.

Perform other duties as assigned.

### **Working Conditions**

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- Frequently performs work in a retail grocery store, including squeezing through small spaces with limited clearance.
- May work in temperature extremes (walk-in freezer, frozen or hot parking lot, hot kitchen, etc.).
- Utilizes hand trucks, pallet jacks, grocery carts, box cutters, electronic ordering devices.
- Utilizes office machines, computers, fax machines, scanners, photocopiers, scales, scanners, telephone and public address systems.
- May come into contact with hazardous materials in relation to cleanliness of areas.
- Moderate noise level.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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### **COMPETENCY**



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To perform the job successfully, an individual should demonstrate the following competencies:

- **Mathematical Skills** - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.
- **Reasoning Ability** - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Teamwork** – Balances team and individual responsibilities; contributes to building positive team spirit; supports everyone's efforts to succeed.
- **Business Acumen** - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; remains open to others & ideas and tries new things.
- **Organizational Support** – Follows policies and procedures; supports organization's goals and values.
- **Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Problem Solving** – Identifies and resolves problems in a timely manner; works well in group problem solving situations; has a cooperative spirit; ability and authority to plan work, meet deadlines and coordinate time sensitive activities across personnel in multiple departments.
- **Planning/Organizing** – Uses time efficiently.
- **Computer literacy** - ability to regularly use computers for organizational content on shared drives.
- **Oral Communication** – Responds well to questions; participates in meetings.
- **Safety and Security** – Observes safety and security procedures.
- **Attendance/Punctuality** – Is consistently at work and on time.

### MINIMUM QUALIFICATIONS

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- Previous experience handling money.
- Willingness and ability to learn to meet the changing requirements of the job.
- Able to work at least weekends and/or evening shifts and be consistent with schedule shift attendance (on time).

### Physical Job Qualifications

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- Ability to use computer keyboard, mouse, telephone, and various office equipment.
- Ability to lift and carry up to 20 pounds frequently.



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- Ability to lift and carry up to 50 pounds occasionally.
- Ability to sit, stand, walk for long periods of time.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder occasionally.
- Ability to reach above shoulder height occasionally.
- Ability to use fine motor skills for typing, grasping, manipulating objects with fingers.
- Ability to read and interpret small print and alphanumeric product codes.
- Ability to work weekend and non-business hour shifts as required.
- Ability to read and interpret documents such as safety rules, operating and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and standard kitchen measurements.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use vision for reading of UPC codes, sequences of numbers, flyers, promotional materials, etc.

### **Preferred Qualifications**

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

### **Disclaimer**

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This job description is a representative, but not exhaustive list of 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 of its business or work environment change.