

Customer Service/Cashier

Purpose:

Cashiers accurately ring up customer purchases and assist in providing excellent customer service.

Receives supervision from:

Customer Service Department Manager, Assistant Manager and Department Supervisor

Qualifications:

- Ability to operate cash register, adding machines, and all credit/debit card machines
- Excellent communication skills and interpersonal skills as it relates to customer service
- Demonstrated ability to work under pressure
- Previous natural foods experience preferred

Responsibilities:

- Provides outstanding customer service to store patrons.
- Accurately enter prices and product categories at the register.
- Accurately process, debit/credit card or EBT card transactions, etc.
- Maintain accurate paperwork throughout shift, and reconcile drawer as necessary.
- Maintain the physical appearance of the cashier register area, including cleaning countertops, organizing bags, returning carts, baskets, and clipboards, sweeping and dusting, cleaning up spills, keeping the store clean.
- Keep customer line down to three, ringing for help as necessary.
- Maintain familiarity with monthly specials, sales, in-store promotions, and programs.
- Stay up-to-date with communication within the department.
- Use any time not spent in customer transactions productively for the store.
- Responsible for completely adhering to store opening and closing procedures.
- Other tasks as assigned by Manager.
- Knowledge of all federal regulations as they relate to EBT and MLCC.

Physical requirements:

- Indoor work in retail store – often cold due to multiple coolers and doors being open to allow palates in
- Lifting: as much as 50lbs at a time, cases/bags of food etc.
- Bending and twisting: general cashiering movements
- Standing and walking: often for many hours at a time
- Climbing stairs – occasional, to offices
- Pushing and pulling: grocery items from one side of the counter to the other etc.
- Typing, writing and similar activities: pushing touch-screen, using keyboards, writing communication.
- Prolonged periods of standing and walking.
- Exposure to noise from machinery and general environment.
- Changes in temperature due to proximity to doors.
- Fine motor skills for cash handling and bagging.
- Lifting, bending and twisting up to 30 lbs. to handle groceries and supplies.
- Ability to write notes, emails and items of a similar nature on computer and by hand.