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Cashier

JOB DESCRIPTION

Supervisor: **Store Manager** Status: **Full Time, FLSA Non-Exempt** Revised: **October 2020**

Job Summary

At Anytown Hardware, cashiers are expected to operate a checkout counter and help in answering customers' questions. Cashiers are an important part of providing an outstanding customer service experience consistent with company values. Cashiers are often the

first employee customers see upon entering the store, therefore it is important that cashiers be ready to create an outstanding first impression, every time. A cashier's job will include, but is not limited to, the following responsibilities.

Responsibilities

- Create an inviting environment for customers by maintaining a clean and orderly front end, which will include housekeeping tasks as needed.
- Verbally welcome all customers to Anytown Hardware.
- Be able to answer a variety of basic questions concerning merchandise and its location in the store.
- Answer phones promptly and transfer customers to the correct department.
- Provide a smooth customer service experience by maintaining an efficient checkout process and orderly traffic flow through the checkout.
- Have a working knowledge of all store policies and procedures, including returns, refunds, account payments and deliveries.
- Promote store loyalty program and seasonal promotions.
- Be vigilant to identify shoplifters and other types of theft. Respond with appropriate action, according to store policy.
- Operate all point-of-sale equipment and process all types of transactions, including cash, credit card, debit card and house accounts. Provide accurate sales transactions to all customers.
- Maintain the displays and area around the checkout counter, including stocking and cleaning.
- Understand and perform proper procedures for opening and closing the cash till.
- Help store staff with other tasks as needed.
- Attend all staff meetings.
- Adhere to all store policies and safety standards.

Qualifications

- Outstanding customer service skills and a professional attitude.
- Team player with a willingness to contribute wherever needed.
- Good math and cash register skills.
- Have a general understanding of store merchandise with a willingness to continually expand knowledge.
- Capacity to follow through on assignments and self-motivated to stay busy throughout the day.
- Able to work flexible hours, including weekends and holidays.
- Highly organized, ability to multi-task with acute attention to detail.
- Able to communicate effectively with customers, co-workers and management.
- Able to lift and handle products of varying weight as needed to carry out cashier duties.
- Understand how to efficiently operate the store's point-of-sale system. Knowledge of MS Word and PowerPoint a plus.

Goals

- Continually expand knowledge of all departments in the store.
- Become a versatile employee, able to help in other areas when needed.
- Boost overall sales by promoting the store's loyalty program and add-on sales.

I have received this job description and understand my responsibilities as an employee.

Employee Signature

Date

Disclaimer: The contents of this job description are intended to be used as a guide only. You may need to add more information to fully describe the responsibilities and qualifications of each job at your business. Please consult a human resources consultant or a professional employer organization to ensure you are complying with local employment regulations.