



Customer Service / Cashier

Purpose: To check out customer purchases provide prompt, friendly and outstanding customer service and to meet objectives for accuracy.

Status: Reports to the Front End Manager and General Manager.

ESSENTIAL FUNCTIONS:

- Greet customers, offer friendly, helpful service.
- Provide exceptional customer service
- Check out customer purchases quickly and accurately, using correct prices, departments and codes.
- Receive payment in full for purchases, carefully giving change and receipts.
- Bag groceries and ask customers if they need further help.
- Call for back-up as needed so that customers wait as little as possible to be checked out.
- Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
- Answer questions on member policies and refer customers with membership applications and stock purchase costs to Front End Manager or General Manager.
- Balance cash drawers at end of shift.
- Follow security procedures. Help prevent shoplifting by trying to greet each person as s/he enters and by observing customer traffic. Follow security procedures for handling cash.
- Take initiative to stock, face, clean and organize when there are no customers to be checked out.
- Maintain front end and entry area in clean, orderly condition; organize carts and baskets.
- Maintain shopper and register supplies at check stands.
- Answer phone as needed and refer calls to appropriate staff.
- Attend cashier and other staff meetings assigned by Front End Manager.
- Perform other tasks as assigned by Front End Manager.

QUALIFICATIONS:

Required:

- Cash handling experience
- Customer Service experience
- Ability to interact with a diverse group of customers

Desired:

- Familiarity with natural foods
- Familiarity with Co-op's
- Cashier experience

PERFORMANCE CRITERIA:

- Effective customer service: friendly, helpful, informative

- Accuracy in identification of products, correct departments, correct prices, identification of products on special, and ringing bulk items
- Cash-handling and paperwork accuracy.
- Check-out efficiency
- Reliability in working their scheduled shift and being punctual.
- Accuracy and knowledge of produce items, categories and PLU numbers
- Cooperation, flexibility and respect for co-workers
- Using slow periods effectively

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with coworkers and customers.
- Ability to read, count and write to learn about product and policy, and accurately complete all documentation.
- Ability to do math computations to assist customers and cashiers, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to lift up to approximately 50 pounds occasionally and 20 lbs frequently. Ability to perform the following movements – used in cashiering and bagging groceries – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days, including evening and weekend shifts