



JOB TITLE: CASHIER

REPORTS TO: FRONT END MANAGER/SUPERVISOR/LEAD

Revision Date: 10/2021

JOB FUNCTION: To check out customer purchases and otherwise assist customers, to meet objectives for accuracy and provide prompt, friendly helpful customer service.

DUTIES AND RESPONSIBILITIES:

- Greet customers, offer friendly, helpful service.
- Ask all customers appropriate questions regarding membership, round ups, drive up etc.
- 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 Customer Service for assistance. Attend training and all other required classes.
- 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.
- With your lead's permission, 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.
- Help fill holes in cashier schedule due to illness or emergency.
- Answer phone as needed and refer calls to appropriate staff.
- Attend front-end staff meetings assigned by Front End Manager. Attend required classes.
- Attend safety trainings; apply techniques discussed and perform all duties in a safe manner.
- Perform other tasks as assigned by Front End Manager, Front End Supervisor or Lead Cashier.

QUALIFICATIONS:

REQUIRED:

- Cash handling experience preferred
- Experience serving the public
- Neat and clean appearance
- Ability to project a friendly, outgoing image
- Ability to work on a flexible schedule, weekends, evenings and holidays.

DESIRED:

- Familiarity with natural foods
- Familiarity with produce
- 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, meets goals for rings per minute
- Check-out speed and accuracy.
- Reliability in working their scheduled shift and being punctual.
- Neat and clean appearance maintained
- Accuracy and knowledge of produce items, categories and PLU numbers
- Cooperation, flexibility and respect for co-workers and peers.
- Using slow periods effectively

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

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 move or handle merchandise throughout the store generally weighing up to 50 pounds.
- Ability to lift up to approximately 50 pounds occasionally and 20 pounds repeatedly.
- 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
- Ability to 8 hours shifts on a regular basis.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.