

WILLIMANTIC FOOD CO-OP CASHIER JOB DESCRIPTION 2017

Purpose: To provide prompt, friendly, helpful customer service and to quickly and accurately ring up customers' groceries; also to keep the front end of the store clean, organized, and running efficiently.

Responsibilities:

I. CASHIERING

- A. Greet customers, smiling and making eye contact.
- B. Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to floor coordinator or other appropriate staff.
- C. Check out customer purchases quickly and accurately.
- D. Call for back-up as needed so that customers wait as little as possible to be checked out.
- E. Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call other staff if available.
- F. Explain benefits of membership to interested customers, sign up new members, ensuring complete information on application and explain non-member surcharge.
- G. Open and close out registers, reconcile register tills following established procedures.
- H. Be responsible for and knowledgeable about bimonthly sales, specials and upcoming store events to inform customers.
- I. Return items following co-op policies, and ensure that returns are properly handled. Stock bakery, half price and/or record bakery shrink promptly and accurately.
- J. Front & Face shelves close to register when there are no customers to check out. Maintain front end in clean, orderly condition following Front End Responsibilities list located at register.
- K. Take customer special orders.
- L. Complete any other tasks assigned by front end manager, floor coordinators, or other managers.

II. CUSTOMER SERVICE

- A. Be responsible and knowledgeable for understanding the guidelines in our Customer Service Training Packet.
- B. Answer and route phone calls, take and route messages as needed.
- C. Alert floor staff and or floor coordinator to potential shoplifters, disorderly customers or other emergencies.
- D. Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- E. Clean up spills, remove trash promptly, sweep and mop floor.
- F. Use equipment safely. Monitor cooler and freezer temperatures. Advise Floor Coordinator and administrative staff of equipment problems.

IV. OTHER DUTIES

- A. Attend staff meetings.
- B. Perform other tasks listed on daily floor list and or assigned by Floor Coordinator.
- C. Participate in quarterly inventory counts.
- D. Responsible for understanding working member procedure.

Qualifications:

- Experience serving the public.
- Ability to handle multiple demands.
- Ability to project an outgoing, friendly personality.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.
- Desired: Fluency in Spanish.
- Ability to learn and use a computerized cash register system for extended periods of time.
- Basic math and counting skills; ability to use calculator.
- Accuracy, attention to detail.
- Ability to stay calm under pressure.
- Ability to stand for long periods.