

FOOD MATTERS MARKET & CAFE

Job Title: Cashier

Classification: Non-Exempt, Hourly

Supervisor: Front End Manager

Date: February 2020

Job Description

Summary : To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. He/she will check out customer purchases quickly and accurately and provide prompt friendly customer service.

Essential Duties and Responsibilities:

- Know and follow store policies and procedures.
- Be a mature and productive team member.
- Relate and interact with co-workers in a harmonious and respectful manner.
- Keep the store safe for customers and staff.
- Answer and route phone calls, take messages as needed.
- Perform tasks assigned by the store manager and MOD.
- Alert MOD or store manager to potential shoplifters, disorderly customers, safety concerns, equipment problems or other emergencies, in a timely manner.
- Attend department and all-staff meetings.
- Check out customer purchases quickly and accurately, using correct prices, PLU's and departments.
- Call for back-up (I see 3 style) as needed so customers are checked out quickly.
- Follow the procedures for cashiering (see the front end manual).
- Bag customer purchases as needed and ask customer if they need assistance out to their car. For those needing assistance, carry out groceries or call for assistance as needed.
- Encourage customers to get on our newsletter emailing list if they are not already on it.
- Stock items, organize, clean, or do items on 'to dos list' that are appropriate for a cashier to do when there are no customers to be checked out.
- Maintain checking area in clean, orderly condition.
- Handle returns from customers. Ensure returned items are properly disposed of and recorded or routed to the correct department.
- Close and balance the cash drawers accurately, following our procedures.
- Get change from the safe to replenish the cash register drawers.
- Set-up the cash drawers in the morning.
- Recount deposit, correct daily cash flow paperwork as needed, fill out routing paperwork, and put deposit in the safe.
- Give deposit to armored car guard, receive cash bags, fill out paperwork as needed.
- Assist in training new staff to store operations and procedures.

- Stock shelves and end caps fully, face items on shelves. Move backstock to shelves when possible.
- Rotate older stock to front, making space for new stock.
- Pull short-date or low-quality items and follow established procedures for recording and discounting them or disposing of them.
- Label items accurately with price tags or signs. Report price discrepancies to buyers or department managers.
- Receive small deliveries when needed, following established procedures.
- Assist department buyers with receiving deliveries as requested.
- Maintain established organization of products on the shelves as defined by the shelf tags.
- Keep shelves, coolers, counters and bins in clean, orderly condition. Clean up spills and messes as needed.
- Keep bathrooms clean and well stocked.
- Remove trash promptly, do recycling, sweep and mop floor.
- Keep department equipment in assigned area, in working order.
- Use equipment safely, monitor cooler and freezer temperatures. Advise PIC of equipment problems.

Education, Credentials, Certification, and/or Experience

- Minimum 1 years' experience in grocery store management
- Minimum 3 years' retail sales, preferable in the grocery store business

Knowledge, Skills, and Abilities:

- Excellent written communication and documentation skills.
- Excellent verbal communication and interpersonal skills for dealing cross functionally with peers and senior management.
- Must have knowledge with MS Office. Ability to multitask and have excellent organizational skills is essential.
- Must be able to support and contribute to team goals.
- Must maintain the highest level of customer service at all times.
- Ability to adapt to the ever-changing high volume retail while working in a cross-functional team environment.
- Must have the capacity to take initiative when problems arise.
- Demonstrate flexibility to adapt in a variety of situations.
- Must have advanced attention to detail with the capability to prioritize.
- Ability to work varied hours/days as business dictates.
- Must be familiar with Health Department guidelines and regulations as they pertain to a grocery retail environment.

Working Environment:

This position is exposed to dust, noise, and temperature extremes. There are possible equipment movement hazards; electrical shock, and exposure to chemicals and solvents. This is a fast-paced work environment.

Physical Demands:

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to physically perform light work exerting up to 50 pounds of force occasionally.
- Visual requirements include clarity of vision at distance of less than 20 inches and more than 20 feet with or without correction, depth perception, and field of vision.
- The following physical activities are necessary to perform this job: Climbing, balancing, stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing and repetitive motions.

IMPORTANT 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. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.