

## **Front Register Cashier**

**Job Title:** Front Register Cashier

**Department:** Sales

**Immediate Supervisor Title:** Store Manager

**Job Supervisory Responsibilities:** None

**General Summary:** A nonexempt, sales clerk position responsible for greeting and assisting customers in a prompt, courteous, and professional manner. This position is also responsible for receiving telephone calls and answering customer inquiries in the same manner.

**Essential Job Responsibilities:**

1. Greet and serve customers in a timely, friendly, and professional manner.
2. Keep assigned area neat and clean as well as stocked and faced.
3. Be able to operate all aspects of the POS system.
  - a. Process sales
  - b. Process returns
  - c. Process checks
  - d. Process payment on accounts
  - e. Process payment by credit card
4. Accurately make change.
5. Be aware of and promote store incentive programs such as Customer Loyalty Card and be able to activate gift cards.
6. Process Food Stamps and WIC payments (where applicable)
7. Know how to operate and troubleshoot digital photo processor.
8. Know proper store closing processes including lock up procedure.
9. Be able to operate key cutting equipment.
10. Other duties as assigned by management.

**Education:** High school diploma or equivalent.

**Experience:** One year of experience as a cashier or in a customer service position.

**Other Requirements:** None

**Performance Requirements:**

*Knowledge:*

1. Knowledge of organization services available to customers.
2. Knowledge of current laws requiring identification and age verification for the sale of beer, wine, and cigarettes.
3. Knowledge of product location within the store to be able to direct customers.

*Skills:*

1. Ability to use a multi-line phone system, including transferring calls and paging.
2. Ability to make change accurately.
3. Ability to learn the proper use of mechanical equipment utilized in this position.

*Abilities:*

1. To calm or defuse irate customers by working with them to identify concerns.
2. To handle stressful situations in a professional manner.

**Equipment Operated:** Standard retail machines to include POS system, telephones, copy machines, fax machines, digital photo processor (where applicable), lottery machines, and key cutting machines (where applicable).

**Work Environment:** This position is in a fast paced, retail environment. Occasional evening and weekend work.

**Mental/Physical Requirements:** Involves standing and walking 90% of the time.

**I have received this job description. I believe I am fully capable of performing all items and task listed above and meet all the necessary qualifications.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_