

Cashier/Customer Service Representative

Position Summary

With the guidance and supervision of the store managers, performs work of cashier to insure efficient operation and maintenance of customer checkout, with sales and service to the customer as top priority.

Regularly Assigned Duties & Responsibilities

1. Make eye contact and greet each new customer that comes in the door.
2. Maintain a pleasant, courteous attitude in dealing with customers.
3. Learn the company's policies concerning all sales transactions.
4. Answer the telephone as required, using good telephone procedures and manners.
5. Know what items are on sale each week.
6. Keep the register area clean and stocked.
7. Help receiving, pricing, and stocking merchandise.
8. Take the necessary steps to help keep all areas of the store clean in order to promote sales and safety.
9. Other duties as assigned by managers.

Independent Decision Making Requirements

1. Ability to recognize and meet customer's desires and to complete customer satisfaction.
2. Ability to reflect a positive attitude toward customers and fellow workers.
3. Work at a productive rate.
4. Make decisions of benefit to customers and company to generate sales, process returns, or carry out store policy.

Sources of Guidance Available to the Employee

1. Managers and supervisors guidance, training and on the job assistance.
2. Training seminars for product and personal skill development.

Job Requirements

1. Good math, writing and organizational skills.
2. Must be at least 16 years of age.
3. Able to stand on hard floors for long periods of time.
4. Able to lift 40 lbs.
5. Able to work under pressure and stress.

Normal Work Environment

1. Normal work hazards, such as back sprains, falls from tripping, etc.
2. No abnormal noise or temperature conditions.
3. Possible leg and feet strain and fatigue from standing in one location for long periods.

Employee may be assigned other duties by store manager or department manager, at other times when their department or job is not operating or during down season.

This job description is intended to serve as a guide to overall job assignments and as a tool to be used in establishing a sound rate of pay for work performed.

It should be borne in mind that a certain amount of overlapping of duties between jobs is necessary if complete departmental efficiency is to be attained. If therefore, because of the necessary overlapping, an employee in another job classification is asked to perform certain duties, listed in this job classification, it should not necessarily be construed to mean he/she is performing this overall job.