



Customer Service Cashier

JOB SUMMARY

Position: Customer Service Cashier

Reports to: Customer Service Manager

Status: Part Time/Full Time

Rate: Hourly/Non-Exempt

SUMMARY

Provide excellent and accurate customer service to customers at all times under the direction of the Customer Service Manager. Responsible for accurately scanning and processing sales through the Point-of-Sale system for all customers and Co-op members. Ensure the highest level of service possible for all Prairie Roots owners, customers, and general public at all times.

RESPONSIBILITIES

Customer Service

- Provide prompt, friendly and courteous customer service at all times.
- Answer customer questions, requests, and feedback. Take steps to ensure the needs of customers are met in a timely fashion.
- Offer samples, suggestions, and product information to customers.
- Maintain familiarity with all areas of the store to best assist customers.
- Inform customers of pertinent store information.
- Maintain familiarity with monthly specials and promotions.
- Become familiar with Co-op values, policies and procedures in order to answer customer questions.
- Answer and route phone calls, take and route messages as needed.

Cashiering

- Accurately enter prices and product categories at the register.
- Process special orders, in-store charges, debit/credit card and transactions, membership sign-ups and renewals, etc.
- Maintain accurate paperwork throughout the shift, and reconcile drawer as necessary.
- Open and close out registers/shifts following established procedures.
- Stay attentive to lines forming at the register and page help as necessary.

- Bag purchases as necessary.
- Inform appropriate departments of pricing and PLU errors as soon as possible.
- Ensure that department areas (registers, counters, eating areas) are in clean, orderly condition.
- Maintain department equipment in working order and follow established procedures for reporting issues.
- Use any time not spent in customer transactions productively for the store - stocking, fronting, or cleaning, etc.

Other

- Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- Take initiative to increase your own product knowledge in all departments.
- Orient and be helpful to new employees.
- Set a positive example for co-workers.
- Participate in periodic department meetings.
- Participate in periodic inventory counts.
- May be required to cross train and assist other areas in the store when needed.
- Accept other duties as assigned by supervisor.
- Support special co-op events.

Qualifications

- Experience working in a retail store environment.
- Knowledge of whole, natural, and organic foods.
- Ability to operate cash registers, adding machines, and credit/debit machines.
- Proficient knowledge of office equipment, computers, and software.
- Organized, consistently follows through on commitments.
- Ability to work under pressure in a fast-paced environment.
- Demonstrated ability to handle multiple demands.
- Communications skills--clear directions, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Manual dexterity with hazardous equipment.
- Ability to lift 50+ pounds.
- Ability to stand for long periods.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.