

Cashier Job Description

Reports to Front End Supervisor, Assistant Manager, Store Manager

Shift: Varies

Position Summary

Upholds the Core Values as determined by the management team. Primary responsibility for all positions with Moneta Farm and Home Center (Bolster Hardware LLC) is to *Amaze Every Customer Every Time*. Retail cashiers are responsible for providing customers with fast and friendly service at the cash register area. Other responsibilities may include managing shelves and inventory and maintaining the overall appearance and cleanliness in the store.

Essential Duties and Responsibilities

- Provide prompt and courteous customer service.
- Precisely and accurately handle money, checks, and other types of payment received for product sold including processing refunds and/or issuing in store merchandise credit to customers for returned merchandise.
- Perform credit card transactions, manufacturer coupon redemption, personal check acceptance, vendor check-in transactions in accordance with company standards and policies and practices.
- Verify the accuracy of the cash drawer at the beginning and end of each shift, and immediately notify your manager on duty of any inaccuracies
- Be knowledgeable and actively participate in all sales promotions and other campaigns.
- Practice suggestive selling and build customer relations.
- Be aware of sales goals and performance against those goals.
- Review and adhere to all city, county, state, and federal laws affecting store operations.
- Maintain a neat personal appearance and wear company uniform and nametag at all times.
- Address customer complaints in a positive manner. Document complaints for follow up by Store Manager when necessary.
- Ensure that your work area is free of litter and spills and that all equipment is sanitized and free of dirt, as well as ensuring that all equipment is in working condition.
- Face front and dust merchandise near register area.
- Follow company policies and procedures for all transactions.
- Engages the customer to ensure that they are receiving all the benefits of being an ACE Rewards member and actively seeking participation from them.
- Review and adhere to store safety/emergency procedures – critical telephone numbers and incident reporting forms and protocol.
- Perform regular cleaning of counter surfaces, store equipment, restrooms and other duties as assigned
- Participate in all store sales building, customer service, and team-building activities.
- Actively participate in store communication and initiatives (e.g., Communication Board, Daily Huddle, store contests, etc.)

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Required Knowledge Skills and Abilities

- Cashier experience in a similar position or proficiency in a similar task
- Exceptional customer service skills & the ability to help maintain a customer focused culture
- Ability to use a cash register (point of sale or POS system), computer, telephone, and other equipment as needed
- Ability to work as part of a team and interact with customers of various socioeconomic levels, persons in differing company roles, vendors, guests and ACE corporate representatives.
- A continuous pattern of regular and prompt attendance is required.
- Must be able to work a flexible schedule of nights, days, weekends, and holidays

Physical Requirements

The minimum physical requirements for this position include:

- Ability to stand for an extended period of time, walk, reach, and bend to perform job duties
- Move and handle merchandise up to 40 pounds, and fixtures throughout the store, which entails lifting and perform all functions as set forth

Job responsibilities may change based on the needs of the business.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the associate occasionally works near moving mechanical parts. The associate may work near outside weather conditions. The noise level in the work environment is usually moderate.

I acknowledge that I have reviewed the job description outlined above and agree that it identifies the responsibilities that I have agreed to perform. I also understand that additional duties may be assigned by my manager or supervisor.

ACKNOWLEDGEMENT

I have read and acknowledge the duties that are outlined in this document and hereby agree to the tasks and expectations as provided.

Associate Signature

Date _____

Supervisor Signature

Date: _____