

# CASHIER

**DEPARTMENT:** Customer Service  
**SUPERVISOR TITLE:** Head Cashier/Customer Service Associate  
**LOCATION:** Peterborough

## **JOB DESCRIPTION:**

The Cashier plays a critical role in customer service by providing customers with fast, friendly, accurate and safe service. This involves processing transactions, answering customer questions, and ensuring customers leave satisfied. Cashiers proactively assist customers and direct them to open cash registers, various departments, and perform various services such as confirming inventory and prices, all done in a prompt friendly manner.

## **DUTIES / RESPONSIBILITIES:**

### *Customer Service:*

- Ensure customers are greeted promptly as they enter the store.
- Operate all Home Hardware software and point of sale equipment, including cash register, Moneris terminal, Profit Master and Transaxion with sufficient speed and accuracy.
- Ensure every item is scanned.
- Follow proper procedures according to store policy regarding returns and refunds.
- Ensure customers have had a positive shopping experience; take steps to rectify if they have not.
- Answer phone in prompt fashion and take messages, according to store policy.
- Maintain price information (flyers, in-store promotions etc.) for references when customer price inquires arise.
- Communicate product knowledge to the customer as appropriate.
- Assist those customers who need advice, information, or directions.
- Pick, organize and verify orders for delivery or curbside pick-up.

### *Merchandising:*

- Be familiar with items in stock, yard inventory, including product use and operation.
- Ensure inventory accuracy.
- Maintain check-out area and merchandise displays.

### *General:*

- Count float prior to start of shift in accordance with store policy.
- Tabulate sales at the end of the day and/or end of your shift and remove cash from register in accordance with store policy.
- Call when special orders come in.

- Page over public address system when necessary.
- Watch for theft and take action, according to store policy.
- Keep store tidy, cleaning the store and check-out area at the end of the shift.
- Attend store meetings, training sessions, etc. as required.
- Work on additional duties, special projects and assignments as assigned by the Head Cashier/Customer Service Associate, an Assistant Manager, Store Manager or General Manager.
- Work in a safe manner in accordance with provincial and federal safety legislation, as well as use of good common sense. Report any potential hazards and unsafe behavior to management in order to have the situation corrected.

### **QUALIFICATIONS & EXPERIENCE:**

- Prior retail experience preferred.
- Prior cash handling experience preferred.
- Ability to work a flexible schedule including weekends, evenings and holidays.
- Excellent mathematical skills.
- Excellent customer service skills.
- Ability to work well in a fast-paced retail environment.
- Comfortable working with computers.
- Willingness to learn.
- Excellent communication skills.
- Ability to work co-operatively in a team atmosphere.
- Excellent decision-making ability and problem-solving skills.
- Willingness to continually develop professional skills and knowledge base.

### **WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS:**

- Reports directly to the Head Cashier/Customer Service Associate, Assistant Managers and Store Manager.
- Standing/walking for 8+ hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight up to 50 lb.
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist.
- Walking and carrying at the same time & pushing/pulling as required.
- Twisting, turning, reaching and working above shoulder level.