

## **NATURAL HARVEST FOOD CO-OP CASHIER JOB DESCRIPTION**

**Purpose:** To grow sales for our store and grow meaningful connections in our community. Specifically, to ring up customer purchases and otherwise assist customers at the front end. To stock product and contribute to the clean, full, attractive appearance of our store to help ensure all customers have a delightful shopping experience.

**Status:** Reports to Front End Manager and Assistant Front-End Manager  
Pay Level I – Hourly/Non-Exempt  
Part-Time 12-29 hours per week  
Full-Time 30-40 hours per week

### **NATURAL HARVEST CUSTOMER SERVICE & INTERNAL SERVICE BASICS FOR ALL STAFF:**

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Accurately answer customer questions about products, store policies and co-op ownership.
- Take initiative to constantly learn about products, product location and policies.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op ownership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

### **Responsibilities:**

#### **I. CASHIERING**

- Check out customer purchases proficient and quickly, using correct prices, PLU's and counting back the cash to customer accurately.
- Call for back-up as needed so that customers wait as little as possible to be checked out.
- Bag customer purchases. For those needing assistance, offer to carry out groceries or call for help if available.
- Open and close out registers following established procedures.
- Refer unresolved customer questions or problems to Front End Manager, Assistant Front End Manager, or Lead Cashier.
- Promote ownership and receive ownership payments. Adding owners to the POS.
- Inform customers of specials or upcoming events

#### **II. DEPARTMENT & STORE MAINTENANCE**

- Keep checkout and Front-End in orderly condition: dust shelves, clean up spills and other hazards, sweep and mop floors as needed, take out trash and recyclables, remove boxes.
- Ensure the rest of the store is in clean and orderly condition, including bulk department, bathrooms, classroom, break room, seating areas, entryways, patio, breakroom, and office areas.
- Get the store ready in the morning before opening, and close down using established procedures.
- Alert Front-End Manager, Assistant Front End Manager, or Lead Cashier to potential shoplifters, disorderly customers or other emergencies.
- Arrive 5 minutes before the start of shift to review store communication channel and prepare for start of shift

- Ensure displays, freezer cases, endcaps and shelves are faced regularly.
- Assist in maintaining receiving, storage and display areas in clean, orderly and efficient conditions.
- Break down boxes, take out recycling and trash as needed.
- Be alert to the condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- Participate in regular and thorough cleaning of all work areas.
- Empty garbage cans as needed.

### **III. OTHER**

- Attend meetings.
- Perform other tasks assigned

### **QUALIFICATIONS**

- Exceptional customer service skills.
- Experience serving the public.
- Ability to stay calm under pressure and always put the needs of our customers first
- Ability to project a friendly and outgoing personality
- Ability to talk to our customers about the benefits of ownership in a Co-op
- Ability to stand for long periods of time
- Ability to lift of up to 25+lbs at times
- Ability to twist, bend, push/pull carts
- Cash register and cash handling experience preferred
- Attention to detail
- Predictable and regular attendance
- Familiarity with natural foods and Co-ops