

NATURAL HARVEST FOOD CO-OP LEAD CASHIER JOB DESCRIPTION

Purpose: To grow sales for our store and grow meaningful connections in our community. Specifically, to oversee operations of the Front-End department, provide supervision to front end staff and check out customer purchases to meet objectives for accuracy and provide prompt, friendly, courteous customer service. To stock products 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 & II
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 quickly and accurately, using correct prices, PLU's and departments.
- Bag customer purchases. For those needing assistance, offer to carry out groceries or call for help if available.
- Open and close out registers by following established procedures.
- Refer unresolved customer questions or problems to appropriate manager, as needed.
- Promote ownership and receive ownership payments.
- Add new owners to the POS system.
- Inform customers of specials or upcoming events.

II. LEAD CASHIERING

- Maintain familiarity with co-op policies to answer customer questions. Refer unresolved questions or problems to Management, as needed.
- Process returns/exchanges following established procedures and ensuring customer satisfaction. Ensure that returns are properly stored or disposed of.
- Ensure security of cash at the front end by following established procedures.
- Facilitate cashier breaks as needed.
- Handle potential shoplifters, disorderly customers or other emergencies, according to established procedures.
- Assisting with cleaning duties and making sure front-end staff complete cleaning duties up to standard and mark them off the check list properly.

III. SUPERVISION AND TRAINING

- Work with Front End Manager to ensure on-the-job training of all cashiers.
- Participate in cashier performance evaluations as requested.
- Model a superior and professional work ethic.

IV. DEPARTMENT & STORE MAINTENANCE

- Keep checkout and front-end area in clean, orderly condition: dust shelves, clean up spills and other hazards, sweep and mop floors, take out trash and recyclables as needed.
- 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.
- Ensure department equipment is maintained in good working order.
- Use equipment safely. Advise Front-End Manager of equipment repair/replacement needs.
- Arrive 5 minutes before the start of shift to review store communication channel and prepare for start of shift.
- Check all task lists to ensure that they have been or are in the process of being completed.
- Be familiar with backstock storage systems and procedures, and with products in backstock.
- Make sure store is being faced regularly.
- Be alert to the condition of customer areas. Sweep, mop and clean up spills and messes as needed.
- Empty garbage cans as needed.

V. OTHER RESPONSIBILITIES

- Handle unplanned situations calmly, smoothly and in alignment with pre-established policies.
- Attend meetings as needed.
- Perform other tasks assigned by manager

QUALIFICATIONS

- Exceptional customer service skills
- Cash register and cash handling experience
- Knowledge of POS system and/or 1+ years of cash register experience
- Shift lead experience preferred
- Familiarity with natural foods and co-ops, or willingness to learn
- Accuracy, attention to detail.
- Ability to handle multiple demands and stay calm
- Ability to identify/prioritize and delegate tasks
- Ability to project an outgoing, friendly personality
- Ability to lift 25+ lbs., twist, bend, push and pull carts, and stand for long periods of time
- Regular, predictable attendance
- Willingness and ability to learn to meet the changing requirements of the job