



526 Gaffney Road Fairbanks, AK 99701

907-457-1023 907-374-1039 fax

www.CoopMarket.org

## **Front End Cashier Job Description**

**Reports to:** Front End Team Leader

### **Position Summary:**

Provide friendly, upbeat customer service to all member-owners and customers while maintaining a safe and hazard-free work environment. Assist customers by processing purchases while providing prompt, friendly, helpful customer service.

### **Essential duties and responsibilities**

- Operate cash register by passing bar coded items across electronic scanner to record price and display cost of customer purchase
- Process customer purchases promptly and accurately using correct PLU's for produce and bulk items
- Process customer payment accurately and efficiently, in accordance with established policies
- Make change, cash checks, and issue receipts to customers
- Promote Membership benefits with non-members
- Call for back-up as needed to minimize wait time for customers.
- Bag customer purchases as needed
- Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Team Leader or Front End Manager
- Communicate co-op special events to customers
- Alert Management of potential shoplifters, disorderly customers or other emergencies

### **Customer Service**

- Maintains a pleasant helpful relationship with customers and co-workers
- Provide prompt friendly customer service
- Encourage and answer all customer suggestions, requests and complaints
- Know store layout and be aware of products in all departments

### **Department Maintenance**

- Handles company funds with accuracy
- Correctly rings in items at register
- Stock items as assigned

- Keep register area in a clean and orderly condition
- Collect grocery carts from corral as needed
- Inform Front End Manager of equipment repair and replacement needs
- Assist with quarterly inventory
- Perform other duties as assigned by Front End Team Leader

**Preferred Qualifications**

- Previous POS experience
- Previous cash handling experience
- Familiarity with natural foods, grocery industry or cooperatives.