



526 Gaffney Road Fairbanks, AK 99701

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www.CoopMarket.org

Lead Cashier

Reports to: Front End Team Lead

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. Provide follow up training, scheduling front end staff, handle deposit responsibilities and assist the front-end team lead in various duties as needed.

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 Team Lead of equipment repair and replacement needs
- Assist with quarterly inventory
- Assist with stocking, cleaning and facing store.
- Perform other duties as assigned by Front End Team Lead, Manager on Duty, or General Manager.

Preferred Qualifications

- Previous POS experience
- Previous cash handling experience
- Familiarity with natural foods, grocery industry or cooperatives.
- Able to supervise front end staff and encourage teamwork.
- Detail oriented, accuracy with deposits to the bank.
- Communicate effectively with the management team.
- Able to train cashiers on POS system and other systems.
- Able to communicate changing priorities with team members.
- Able to communicate with other department leads to establish daily priorities.