



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701
(907) 457-1023
www.coopmarket.org

Lead Cashier Job Description

Non- exempt, Hourly

Reports to: Operations Manager

Position Summary:

Provide friendly, upbeat customer service to all member-owners and customers with their purchases, while maintaining a safe, positive and hazard-free work environment.

Essential duties and responsibilities

- Operate cash register
- 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
- Promote Member/Ownership benefits with non-member/owners
- Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Operations Manager
- Communicate co-op special events to customers
- Alert Management of potential shoplifters, disorderly customers or other emergencies
- Delegate work to staff for the day
- Assist with scheduling

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



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- 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 Operations manager of equipment repair and replacement needs

Required Qualifications

- A minimum of 12months experience.
- Flexible with schedule needs, can work on weekends
- Dedication to ensuring the customer has the best possible experience
- Organized, meticulous attention to detail

- Basic computer skills (Microsoft Word, Excel)
- Familiarity with POS systems
- Excellent Communication skills
- Ability to project a friendly, outgoing personality
- Ability to lift 25 + pounds
- Ability to stand for long periods
- Regular, predictable attendance
- Capable of working independently and motivating self and others
- Ability to handle stressful situations in a calm, effective manner
- Excellent cashier and money handling skills
- Willingness and ability to learn and grow to meet changing requirements of the job
- Familiarity with natural foods, grocery industry or cooperatives.