Cashier (retail)

Job Description:

Cashiers process registers sales on a cash register by scanning items, itemizing and totaling customers' purchases. Resolves customer issues and answers questions. Bags purchases if needed. Processes return transactions. A Cashier's primary role is to assist customers in the in-store checkout process. Main duties include ringing up sales, bagging items, requesting price checks, honoring coupons, collecting payment and giving appropriate change. They are responsible for counting the contents of cash register drawer at the end of each shift, maintaining receipts, records and withdrawals. They may be responsible for checking materials and supplies and reporting when stock is low.

Job Responsibilities:

* Handle cash, credit or check transactions with customers
* Scan goods and collect payments
* Ensure pricing is correct
* Issue change, receipts, refunds, or gift certificates
* Redeem gift certificates and coupons
* Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
* Make sales referrals, cross-sell products and introduce new ones
* Know when to escalate an issue to management
* Resolve customer complaints, guide them and provide relevant information
* Bag items carefully
* Greet customers when entering or leaving establishment
* Maintain clean and tidy checkout areas
* Keep reports of transactions
* Process returns and check to see if items are damaged
* Answer customers' questions and get a manager if answer doesn't solve the issue
* Bag, box or wrap packages
* Pleasantly deal with customers to ensure satisfaction

Job Qualifications:

* High school diploma or GED required
* Experience as a retail cashier

Opportunities as a retail cashier are available for applicants without experience in which more than one retail cashier is needed in an area such that an experienced retail cashier will be present to mentor.

Job Skills Required:

* Able to perform basic arithmetic
* Ability to multitask
* Excellent customer service skills
* Good communication skills
* Able to work calmly under high pressure
* Team Player
* Ability to use a computer based checkout system
* Pleasant, polite manner and a neat and clean appearance.
* Must possess good communication skills for dealing with diverse customers
* Must possess cultural competence and ethnic sensitivity
* Product Knowledge
* Telephone Etiquette
* Customer Service
* Dispute resolution
* Dependability
* Efficiency
* Flexibility
* Friendliness
* Basic (PC) Computer Knowledge
* Attention to Detail
* Sales
* Point of Sale Systems (POS)
* Positive Attitude
* Punctuality