Cashier (supermarket)

Job Description:

SupermarketCashiers are present in the checkout area and are in charge of handling transactions. These employees perform duties such as scanning products, collecting payments, counting the money from the cash drawer, comparing receipts with revenues, and solving any customer inquiries. Supermarket cashiers should have knowledge of produce pricing, specialty items, and various types of payment transactions. Supermarket cashiers are normally on their feet for hours at a time.

Job Responsibilities:

* Expediency in checking out customers
* Know how to process different forms of goods (i.e. produce, packaged meals, specialty items)
* Handle cash, credit or check transactions with customers
* Manage transactions with customers using cash registers
* Scan goods and ensure pricing is accurate
* Collect payments whether in cash or credit
* Issue receipts, refunds, change or tickets
* Redeem stamps and coupons
* Cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information
* Greet customers when entering or leaving the store
* Maintain clean and tidy checkout areas
* Track transactions on balance sheets and report any discrepancies
* Handle merchandise returns and exchanges
* 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
* 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
* Pleasantly deal with customers to ensure satisfaction
* Welcome customers
* Process customer orders
* Accept cash and return the correct change.
* Assess legitimacy of large bills, checks, and other currencies

Job Qualifications:

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

Opportunities as a supermarket cashier are available for applicants without experience in which more than one supermarket cashier is needed in an area such that an experienced supermarket 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