



POSITION DESCRIPTION

Job Title: Cashier/Customer Service Associate (Includes Bottles)

Department: Front End

Reports To: Manager of Customer Service

Numbers and Titles of Associates Supervised: None

Qualifications:

Effective communication and customer service skills. Must meet minimum age requirements to perform specific job functions. Willingness to learn multiple tasks. Demonstrated ability to perform the technical requirements of the job.

Essential Job Functions:

1. Greet all customers and provide them with prompt courteous service and assistance.
2. Record (scan) the purchases of a customer into the cash register efficiently and accurately.
3. Recognize or differentiate between all of the various types of produce merchandise carried in the store, including differences between varieties of similar classes of products (e.g., apples, lettuces, etc.).
4. Collect money in the forms of cash or checks from customers and tender accurate change in accordance with company policies and procedures.
5. Bag or package merchandise according to established company policies and procedures.
6. Sort and return return-to-stock items (put-backs) back to their normal shelf locations with priority attention given to refrigerated and perishable items.
7. Gather shopping carts and take them to designated areas and pickup points.
8. Provide carryout service in accordance with the company's guidelines.
9. BOTTLES where applicable;
 - a. Add up and record bottle returns into a cash register/bottle slip to provide customers with the most accurate and effective service possible.
 - b. Comply with all safety standards while operating the bottle crushing equipment.
10. Must be able to meet the physical requirements of the position, with or without reasonable accommodations.

Duties and Responsibilities:

1. Provide outstanding friendly customer service.
2. Observe and follow all company policies and established procedures.
3. Clean check-stands daily and assist in prompt cleanup of spills and breakage.
4. Maintain a neat, well-groomed personal appearance at all times and follow company personal appearance policy.
5. Assist in special projects and perform other functions as assigned by supervision.
6. Work within our company's management planning (MPP) guidelines to maintain productivity.
7. Support and comply with all company safety standards. Communicate any needed equipment repairs or maintenance work needed. Keep work area free from debris and safety hazards.
8. Treat all associates with fairness, dignity, and respect.
9. Perform accurate price check function.
10. Control excessive use of store supplies, such as ribbons, receipt tape, bags and cleaning materials.
11. Sweep floors during store hours and assist in other maintenance duties such as cleaning break rooms, rest rooms as assigned.
12. Assist in prompt cleanup of spills and breakage of glass or plastic containers to eliminate potential hazards and prevent accidents.

13. Record on designated forms any price discrepancies and/or any "not on file" items that are encountered on electronic point-of-sale terminal, request price checks promptly on any such items according to company policy.
14. Verify all customer IDs presented and observe store policies pertaining to the acceptance of checks and the sale of tobacco/alcoholic beverages.
15. Adhere to company policy pertaining to excessive cash in registers and request cash pickup in accordance with company policy.
16. Observe security standards by staying alert and being aware of customers' actions and behavior. Report to manager or security any abnormal behavior.
17. Process all various types of sales transactions accepted by the store including but not necessarily limited to cash, checks, authorized Accounts Receivable sales, Electronic Payments, WIC coupons, Food Stamps, manufacturers' coupons, gift certificates, bottle deposits, bottle refunds, merchandise refunds, etc., in strict accordance with established company policies and procedures including full compliance with any legal requirements or regulations governing same. If applicable and service desk/kiosk trained, process lottery, Western Union, utility etc. transactions.
18. Secure register at all times when leaving it unattended; protect company assets at all times.
19. Stock cigarettes according to plan-o-grams and keep merchandise rotated in accordance with store policy and product code dates and pull all out-of-code merchandise (when assigned).
20. Keep the inside and outside of the store clean and in good order.
21. BOTTLES where applicable: Sort returnable bottles in compliance with vendor requirements.
22. Perform all other duties as assigned.

Physical Requirements:

1. Perform frequent to continuous repetitive fingering, grasping, reaching and hand/arm motions while standing the majority of the shift.
2. Continuous fine finger motions such as pinching, grasping when handling money.
3. Bend and lift products weighing up to 15 pounds continuously, 25 pounds frequently, and 50 pounds on occasion.
4. Push or pull up to 75 pounds on occasion.
5. Be able to handle a variety of substances associated with cleaning materials, packaging materials, fresh fruits, vegetables, house plants/flowers and household cleaners.
6. Have sufficient visual acuity to check identification cards, checks, invoices and other written documents.
7. Work in and out of inclement weather when necessary
8. Gather up to five shopping carts and push them to designated areas
9. If trained, occasionally fill in for the customer service desk/kiosk associate, which requires processing lottery, Western Union, utility etc., transactions.
10. BOTTLES where applicable: Move empty bottles and containers from the front end to the back room.