



## **Position: Cashier / Front End**

**Job Summary:** To perform cashiering tasks with accuracy and efficiency while providing customers with friendly and helpful service.

**Reports to:** Front End Manager (or GM in Front End Manager's absence)

**Department:** Front End

**Duties and Responsibilities (including but not limited to):**

### **CASHIER DUTIES**

- Adhere to scheduled shifts and be ready for work when shift begins.
- Wear proper clothing during shift, including name tag, closed-toe shoes, and shirt with sleeves.
- Keep your department orderly and clean.
- Opening and closing duties.
- Assisting customers in establishing and renewing Co-op member-owner accounts.
- Ring up customer transactions quickly and accurately.
- Receive payment and give change accurately with no more than one \$20+ error within a 1-month period.
- Call for backup as needed so that customers wait as little as possible.
- Know all Front End policies and procedures (i.e. signing up new members, handling returns).
- Answer and route phone calls, take and route messages as needed.
- **Abide by all Co-op policies and procedures as explained in the Employee Handbook.**
- **Perform other duties as assigned by management.**

### **FRONT END DEPARTMENT RESPONSIBILITIES**

- **Exceed our customers' expectations for service and provide a welcoming environment for all in accordance with the Co-op's customer service standards.**
- Avoid common errors related to giving change and voiding transactions.
- Enter correct departments and correct prices for products.
- Maintain a working knowledge of PLUs and register procedures.
- Maintain a working knowledge of all store processes related to Front End operations.
- When not attending to register duties, stock and face in all departments, under supervision of the department manager.
- Receive product as it arrives, checking to ensure all product that was invoiced is present and otherwise making notes for the Buyer in order to obtain future credit.
- All other duties and tasks as assigned by the Front End Manager or General Manager.

### **MISSION INTEGRATION**

- Know the Potsdam Food Co-op Ends Policy
- Gain and share natural foods knowledge, continually access new information
- Communicate needs and problems promptly and efficiently
- Operate with a sense of teamwork; incorporates into daily job

## GENERAL

- Provide the best customer service to every member-owner and customer
- Attend staff Front End and Full Staff meetings as scheduled
- Participate in Quarterly Inventory counts
- Look for ways to improve and promote quality of customer service and presentation
- Assist in other departments as needed
- Perform other duties as assigned to meet business needs
- Abide by all Co-op policies and procedures as specified in the Employee Handbook

## QUALIFICATIONS

- Know and understand the Potsdam Food Co-op Ends Policy
- Excellent customer service standards and skills
- Reliable, punctual attendance
- Effective delegation skills
- Detail oriented and organized
- Demonstrated ability to handle multiple demands
- Great communication skills and a positive solutions-based attitude
- Ability to foster a cooperative environment
- Ability to work a flexible schedule
- Experience or interest in natural foods and cooperatives
- Ability to stand for majority of shift
- Ability to bend, squat, reach, and use a step ladder
- Ability to lift up to 50 lbs

*This job description does not constitute a written or implied contract of employment.  
Potsdam Food Co-op reserves the right to revise or change job duties and responsibilities as the need arises.*

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Staff Name

Signature

Date

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Supervisor Name

Signature

Date