



Cashier

Exempt Non-Exempt

Department: Front End

Compensation Grade: Level 1

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority. Accurately operate a cash register and check stand. Perform stocking and other duties, as assigned in an efficient time frame. Ensure that your work shift contributes to the financial best interests of the store. Demonstrate politeness and courtesy toward customers, co-workers, and vendors at all times.

Reports to:

1. Front End Manager
2. Front End Assistant Manager
3. Front End Shift Leaders

Essential Functions:

- 1. Knowledge of and proficient in duties assigned to front end courtesy clerks (*see job descriptions – Courtesy Clerk*).**
- 2. Provide excellent customer service:**
 - Greet customers in a friendly manner.
 - Know where to refer customers to provide them with the answers to their questions.
 - Learn product locations to find products for customers throughout the store.
 - Provide current owner information to prospective owners and answer questions regarding ownership from current owners.
 - Offer prompt and accurate checkout services. Call for additional assistance as needed.
 - End customer's visit with a farewell or thank you. Always treat customers in a pleasant manner.
 - Bag customer's purchases properly and efficiently, place bags into shopping carts, and offer additional assistance to customer.
- 3. Perform in accordance with the Cashier policies and procedures manual, specifically:**
 - Contributing to efficient and effective Front End operations:
 - Provide accurate cashier services, which includes, but is not limited to, using proper product codes, requesting ownership cards, actively recruiting new owners, collecting payments, making correct change, and providing the appropriate receipts for service.

- Be knowledgeable in and able to recognize products and merchandise in the store, especially bulk products and varieties of produce.
 - Understand Co-op policies including ownership policy and application procedures. ○ Communicate price discrepancies to appropriate departments.
 - Stock appropriate paper and office supplies, brochures, and cleaning supplies. ○ Redistribute un-purchased, returned, or out-of-date items to the proper department for restocking or return.
 - Maintain awareness to deter shoplifters and cashier scams.
 - Report malfunctioning equipment to the manager or shift leader.
- Monitoring cash controls
 - Follow procedures regarding cash pick up during shift, change requests, and daily close-out.
 - ○ Strive for perfect drawers.
 - Properly count back cash.
 - Maintaining cleanliness and work safety ○ Maintain front end area in a clean, organized, and orderly condition. ○ Retrieve, return, and clean as needed shopping carts and hand baskets.
 - Maintain store safety standards.

4. Contribute to a positive work environment:

- Work in a positive, cooperative, and friendly manner with co-workers.
- Maintain a neat and well groomed personal appearance at all times.
- Set positive example for other cashiers.

5. Other duties:

- Perform other tasks as assigned by the Front-End Managers or Shift Leader.
- Attend mandatory staff meetings and read all notices and newsletters.

Expectations:

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with your department supervisor.
- Professionalism – Dress and manners are appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.

- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.
- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior. Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.
- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

Responsibility and Authority:

Equipment: Responsible for cleanliness and organization of work station and front-end area.

Financial: *Direct responsibility* - This position requires accurate cash handling with customers and proper sales totals.

Indirect responsibility - Attention must be paid when working with customer for accurate charges and change. The front end has direct face-to-face exposure with customers and must supply excellent customer service to maintain customer satisfaction and retain customers.

Supervisory: No direct supervision.

Qualifications :

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge and Skills

Minimum Education:

- N/A

Minimum Experience:

- Basic math and calculator skills.

Language Skills:

- Ability to speak effectively in English and extend excellent customer service customers, staff, vendors, and community members.
- Read and interpret documents in English such as operating and procedure manuals and sales receipts.
- Write occasional notes, reports, and/or summaries in English.
- Proper and professional use of the phone system.

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued software programs relating to the position.

Reasoning Ability:

- Ability to handle multiple demands and pay attention to detail.
- Stay focused and on-task.
- Ability to follow written and verbal instructions.

Desirable Skills:

- Ability to communicate in Spanish.

Physical Job Description

Typical Working Conditions:

Employees will be standing for prolonged periods of time on a concrete or rubber mat floor. There may be some stair climbing to retrieve supplies and to use of office equipment if needed. Employee may have limited duration exposure to outside temperatures and conditions. Hot or cold outside temperatures is dependent on the season. Must be able to lift heavy grocery bags, boxes, and bulk special orders for customers.

Equipment Used:

Employee is responsible for the proper use of the POS system, cash drawer, credit card machine and phone/intercom system. Employee may wear protective clothing or gloves as necessary.

Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to stand and walk for prolonged periods of time and frequent use of keyboard and reading of computer screen. The employee is constantly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 10 pounds with an occasional need to lift and/or move between 25 to 50 pounds. There may be the occasional need to climb, stoop, kneel, or crouch and rarely crawl. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Analysis of Physical Demands:

Key (Based on typical week):

N= Never

R= Rarely (less than 1 hour per week)

O= Occasional (1% - 33% of time)

F= Frequent (34% - 66% of time)

C= Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting / Carrying						Twisting / Turning					
Under 10 lbs.					X	Reach over shoulder		X			
11 – 20 lbs.			X			Reach over head		X			
21 – 50 lbs.			X			Reach outward				X	
51-100 lbs.		X				Climb		X			
Over 100 lbs.	X					Crawl		X			
						Kneel			X		
Pushing / Pulling						Squat			X		
Under 10 lbs.				X		Sit		X			
11 – 20 lbs.			X			Walk – Normal Surfaces					X
21 – 50 lbs.		X				Walk – Uneven Surfaces		X			
51 – 100 lbs.		X				Walk – Slippery Surfaces		X			
Over 100 lbs.	X					Stand					X
						Bend				X	
Driving											
Automatic Trans.	X										
Standard Trans.	X										
Other											
Keyboard / Ten Key					X						

Fingering (fine dexterity)		X								
Handling (grasping, holding)					X					
Repetitive Motion – Hands					X					
Repetitive Motion – Feet	X									
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