



## JOB DESCRIPTION

**JOB TITLE:** Cashier  
**DEPARTMENT:** Member and Customer Services  
**SUPERVISOR:** Member and Customer Services Department Manager  
**FLSA STATUS:** Non-exempt  
**STATUS:** L1.  
**PT/FT:** Full-Time, 35-40 hours per week

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### PURPOSE

- To provide excellent customer service and efficiently and accurately perform cashiering duties through adherence to established policies and procedures.

### WORK ENVIRONMENT

- Fast paced retail floor.
- Business office with moderate to loud environment including but not limited to: Computers, printers, paging, telephones, human voices, equipment, and machinery.
- Work near moving mechanical parts (i.e. store equipment, tools, etc.).
- Work in cold/hot climate areas (i.e. outdoors, walk in cooler, freezer).
- Ability to work in an environment with moderate to loud noises (i.e. equipment and machinery).
- Crowded work spaces. Computer sharing required.
- Work in high precarious places (i.e. ladders, ladder work).

### RESPONSIBILITIES

#### 1. Quality Service

- a. Treat everyone encountered while working for TRM fairly, consistently, and respectfully.
- b. Ensure efficient, informative, and friendly service according to established policies.
- c. Respond promptly to calls for assistance with customer needs.
- d. Assist customers with product questions and special orders in a prompt and friendly manner.
- e. Welcome and encourage customer feedback, including product requests and other comments or suggestions; document customer feedback and forward them according to established procedures.

#### 2. Operations

##### *Point of Sale*

- a. Operate cash register according to established policies and procedures.
- b. Process customer purchases promptly and accurately.
- c. Process customer payment accurately and efficiently. Tender accurate change to customer as necessary, including cash back from debit transactions.
- d. Process customer returns accurately and efficiently according to established policies and procedures.
- e. Verify cash in drawer at beginning of shift and count drawer down at end of shift according to established policies and procedures.

##### *Customer Service*

- a. Bag customer purchases, properly handling items at all times.
- b. Provide other customer services as appropriate, such as assisting customer to carry purchases out to their car.
- c. Maintain working knowledge of TRM policies and procedures, and of the cooperative business model and TRM's membership structure to competently answer consumer and membership questions.
- d. Communicate co-op special events to customers.
- e. Refer unresolved customer questions or problems to the appropriate TRM Employee.



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- f. Communicate the benefits of membership to non-members.
  - g. Process Membership Interest purchases and new Member entries accurately and efficiently. Provide appropriate Member materials and enter database information completely and accurately.
  - h. Perform other Member and customer service duties as necessary and as directed by Member and Customer Services Department Manager.
3. **Department Maintenance**
- a. Read department staff log each shift to stay current on important information.
  - b. Keep register area in a clean, orderly, and efficient condition.
  - c. Assist Member and Customer Services Department in the development, implementation, evaluation, and continuous improvement of department procedures.
  - d. Implement regular and thorough cleanings of register areas and checkout aisles.
  - e. Ensure grocery carts and baskets are returned to their designated areas.
  - f. Maintain clean and orderly condition of store entryway.
  - g. Maintain clean and sanitary condition of store restrooms.
  - h. Maintain clean and sanitary condition of customer dining areas, both inside the building and on the patio.
4. **Other**
- a. Attend staff, Member and Customer Service Department, and other meetings as necessary and/or requested by Member and Customer Services Department Manager.
  - b. Perform other tasks as assigned by the Member and Customer Services Department Manager. Additional duties as required.

## QUALIFICATIONS

- **Availability**—Must have a flexible schedule and be available to work nights and weekends.
- **Education and/or Experience**
  - 1. High School diploma or equivalent. Cashiering experience preferred.
  - 2. Previous retail experience.
  - 3. High level of interest in natural and organic foods. High level of interest in the cooperative business structure and in the long-term sustainability of locally-owned, independent businesses preferred.
  - 4. Very strong work ethic and demonstrable attention to detail. Must be a fast, focused, and hardworking person.
  - 5. Experience working with the public. Experience with diverse cultures and backgrounds preferred.

## PERFORMANCE SKILLS

- **Team Work**-- Able to share due credit with coworkers, display enthusiasm and promote a friendly group working environment, solicit opinions from coworkers and support group decisions, exhibit objectivity and openness to others' views, give and welcome feedback, contribute to building a positive team spirit, able to build morale and group commitments to goals and objectives, and support everyone's efforts to succeed.
- **Flexibility** – Is able to remain open-minded and change opinions on the basis of new information, perform a wide variety of tasks and change focus quickly as demands change, manage transitions effectively from task to task, adapt to the varying needs of the cooperative.
- **Communication** – Listens well and gets clarification, responds well to questions, participates in staff meetings and other avenues for employee participation such as Employee Surveys, is able to clearly present information through the spoken or written word and talk with Members, Owners, customers, co-workers, and/or vendors, edits work for spelling and grammar, presents numerical data effectively, and is able to read and interpret written information including all policies and procedures.
- **Planning/Organizing** – Uses time efficiently, stays focused on tasks, maintains a neat work area, and pays attention to detail.



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- **Professionalism** – Approaches others in a tactful manner, exhibits calmness and accuracy under pressure, treats others with respect and consideration regardless of their status or position, maintains confidentiality, accepts responsibility for own actions, follows through on commitments, and exhibits friendly, helpful and courteous service when acting on behalf of TRM. Keeps emotions under control, remains open to others' ideas and tries new things, is able to work in a positive, cooperative, and friendly manner.
- **Stewardship** – Conserves and protects the assets and the overall sustainability and success of the co-op. Develops and implements cost saving measures.
- **Attendance/Punctuality** – Is able to work number of hours/week hired for, arrives on time and ready to work for scheduled shifts, meetings, and/or other tasks or appointments.
- **Decision Making and Problem Solving** – Able to take action in solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics; review facts and weigh options.
- **Analytical** – Is able to perform basic mathematical procedures.

### ESSENTIAL PHYSICAL QUALIFICATIONS

- Standing, walking, bending, sitting, reaching
- Using hands or fingers to handle or feel
- Use of shared cutting instruments
- Ability to team lift up to 50 lbs.
- Ability to climb up and down step stools, stairs, ladders
- Ability to use feet and hands to operate machinery and company vehicle(s).
- Ability to work in hot, cold, and wet climates
- High level of maneuverability
- Ability to communicate by talking and hearing.

### IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements, and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.