



Cashier

As a member of our Customer Service Team you will have a positive impact on sales and customer satisfaction by ensuring that customers are afforded a safe, secure and satisfying shopping experience.

This challenging role requires that you be able to perform a variety of tasks with excellent attention to detail. In addition to regular scheduled tasks, you will be expected to step in where required for the benefit of the overall operation.

Your role will include assisting customers during their shopping experience by providing information on products and services, addressing customers' special needs and ensuring a professional and courteous check-out experience.

Your attention to detail and observation will help to reduce theft, shrinkage and margin loss.

You will ensure a positive company image through adherence to and enforcement of our Customer Service Charter and Business Policies & Procedures.

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REQUIREMENTS:

- Valid Worker Health and Safety Awareness Certificate
- Valid WHMIS Course Completion Certificate
- Valid Smoke Free Ontario Act: Vendor Training Certificate
- Computer literacy
- Excellent communication skills
- Ability to work as part of a team and independently
- Ability to follow instructions and procedures
- Ability to sell proactively
- Effective time management skills
- Strong work ethic and integrity
- Ability to visually examine products for quality and freshness
- Ability to lift up to 50 pounds / 23 kilograms
- Ability to stand for long periods of time
- Uniform requirement
- Reliable transportation



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GENERAL DUTIES:

- Adherence to applicable health and sanitation procedures.
- Protect employees, customers and visitors through enforcement of safe work practices.
- Provide immediate and undivided attention to each customer encounter.
- Follow through on all customer questions and requests.
- Provide customers with consistent and exceptional service.
- Assist supervisors in controlling customer flow and waiting times.
- Follow proper check-out procedures for taxation, sale of tobacco products, use of PLUs and UPCs and cash/electronic payment handling.
- Bagging purchases and carry-out assistance.
- Keep the cash counter and sales floor clean and organized.
- Product display, rotation and restocking.
- Interaction with supplier agents and delivery companies.
- Receiving of deliveries, order processing and record-keeping.
- Assist management in theft prevention measures.
- Support store and resort programs.
- Answer department telephone calls promptly and with excellent phone etiquette.

PRIMARY DUTIES:

- Ensure on-time opening & closing.
- Cash-out of customer purchases.
- Address customer inquiries & complaints.
- Perform conflict resolution where required.

EQUIPMENT:

- Computer hardware and software.
- Printing equipment.
- POS hardware and software.

This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned.