



Cashier  
Level: 1

Date: May 2017

Associate is responsible for providing excellent customer service and to participate in cashiering, general sales floor maintenance and merchandising.

#### I. PRINCIPAL DUTIES AND RESPONSIBILITIES

Associate must perform all cashier point-of-sale functions, including recording and collecting for customer purchases and returns according to store procedures. Keep accurate records of all cash, credit card, house account, and special order transactions. Cashier expected to visually verify contents of carts, containers and scan **every** item. The associate also performs various services for customers, such as providing information, direction, confirming pricing etc. This all should be done in a prompt and friendly manner.

Also responsible for assisting customers by becoming involved in their project plan, locating merchandise to facilitate completion of their project. Shakes paint from the shelf, makes keys, and carries goods to, or loads car with, their purchases. Is able to locate stored merchandise such as grills, wheelbarrows and carts, loading purchases upon request.

Associate must have knowledge of stocking procedures and location of merchandise inside and outside the store in order to efficiently assist customers. Is responsible for maintaining, organization, cleanliness and stocking of check out area and assigned area. Responsible for maintenance of associated back stock area. Accurately stocks merchandise.

Gains product knowledge by attending seminars, reading labels, listening to other associates and taking both the National Hardware Retail Association correspondence course (required completion in 6 months from date of hire for all full-time associates) and Cashier training. Encouraged to pursue other on-line training.

Performs other related duties as assigned.

#### II. SUPERVISORY CONTROL

Under direct supervision of Sales Floor Manager or designee.

#### III. OTHER SIGNIFICANT FACTS

Position requires individual to be available for assigned hours any hours of business, except for students in which case education is a priority.

Must demonstrate interest in position by completing training, showing an interest in general efficiencies and services provided by Killingworth True Value.

#### IV. TASK LIST

- Record customer purchases at point-of-sale, inform customer about promotions and the Rewards Program. Including signing up and prompting for Rewards card.
- Greet customers as they enter and leave the store.
- When extremely busy page for help, so that everyone gets the best quality of service.
- Cash Drawer – call for change and “pick up”, do not allow large bills to accumulate, keep cash at a minimum.
- Direct complex issues to a manager. Do not engage in confrontational conversation publicly.
- Try to call customers by their names, be respectful of older clientele.
- Watch for shoplifting and take action, consistent with company policy, to discourage it.
- Maintain adequate stock of computer paper, forms, etc., required to run a smooth checkout operation.
- Maintain price information for reference when price inquiries arise.
- Vacuum rugs at the front of store and in checkout area daily.
- Maintain complete confidentiality of all records.
- Return unsold and returned merchandise to proper location by end of shift. Make sure packaging is in saleable condition.
- Obtain coverage for the checkout area if you need to be temporarily absent.
- Notify manager when equipment in the checkout needs maintenance or repair ASAP.
- Restocking shelves as needed.
- Open and close store following protocol.
- Attend and participate in mandatory store meetings, training sessions etc., as assigned by management.
- Follow requests given by other team members.
- Be respectful to other employees.
- Other duties as assigned.