

Cashier/Bagger

PRIMARY OBJECTIVE:

To perform customer checkout transactions, bagging groceries, providing carry out service when necessary, and collection of carts, and to provide outstanding customer service to ensure repeated sales and profits for our company.

NATURE AND SCOPE:

Emphasis and primary challenge in this position is on following front end checkout procedures in all transactions, maintaining positive customer relations, ensuring customer service for bagging of groceries in the proper manner and collection of carts from parking lot in a safe manner. This position requires ongoing skills/verbal interaction, register/scanner operation, reading, lifting, standing, pushing and exposure to outside weather conditions. Position functions and work hours may vary according to business needs. Daily assignments and work direction are provided by the Service Manager, Front End Supervisors, or the person in charge.

ESSENTIAL POSITION FUNCTIONS:

1. Performs product scanning and processing of customer order in a accurate, efficient and prompt manner.
 - A. Ask for advantage card, coupons, and scans any big items under the cart before beginning customer order
 - B. Scans each item so it is properly identified by the register system
 - C. Ensure minimal waiting time to each customer
 - D. Obtains prices for items not identified by the register system and completes proper form.
 - E. Has working knowledge of most frequent PLU codes, new items, and ad items for week.
 - F. Distinguishes produce items that are per pound or by quantity
 - G. Uses care in handling product
 - H. Utilizes proper etiquette for intercom calls
2. Ensures positive customer relations and satisfaction
 - A. Gives customer undivided attention, says please and thank you, greets customer in friendly courteous manner and says goodbye.
 - B. Provides prompt and courteous service
 - C. Directs customer problems to Service Manager Supervisor or person in charge
 - D. Answers customers questions and can direct them to an individual who can help
 - E. Asks the customer if they found everything today and will offer to ge the item they didn't find.
 - F. makes determination and responds to customer assistance needs promptly
 - G. Assists customers with product location
3. Ensures proper handling of all forms of tender or coupons
 - A. Properly counts and enters cash into register system

- B. Verifies information on check, properly enters account number and tenders check into register system
 - C. Properly handles, counts and enters food stamp in to register system
 - D. Enters proper tender per transaction (ATM/credit, charges, gift certificates, etc.)
 - E. Ensures coupons are valid and properly entered and credited to correct department
 - F. Maintains a neat and organized till keeping(bills facing in one direction)
4. Ensures bags are bagged neatly and efficiently and geared to customer needs.
- A. Uses the right size bag for order
 - B. Bags items properly, keeping soaps and crushables separate
 - C. Provides carrying out groceries to those who need help or have more than one cart
5. Ensures that carts are available for customers
- A. collects carts in a safe manner, collecting all stray carts first
 - B. Ensures a 5-7 cart maximum
 - C. Removes all debris from carts and buckle all baby straps
 - D. Exposure to outside conditions
6. Follows front end security procedures
- A. Ensures all items in shopping cart are rung up, especially bottom of cart items
 - B. Notifies appropriate personnel in cases of theft or shoplifting
7. Follows all store and department policies and procedures
8. Assists with front end maintenance and cleaning
- A. Picks up floor, clear carts, cleans and stocks register, fills bag stations, takes returns and damaged items to proper place
 - B. Clean bathrooms
 - C. Empties garbage and recyclables
 - D. Straightens magazines, fills check stand merchandise
 - E. Stocks cigarettes
 - F. General cleaning through-out store

FUNCTIONAL REQUIREMENTS:

Physical – lifting 10 – 80., equipment operation (scanner, scale, calculator, register, intercom) , reaching, standing, turning, stooping/bending, squatting and walking
Mental – judgment/decision making, social skills, verbal interaction, memorization, reading, writing, and math