

Terminal Operator/Service Counter Clerk

PRIMARY OBJECTIVE:

To perform customer checkout transactions, and to be able to handle all duties behind the courtesy counter.

NATURE AND SCOPE

Emphasis and primary challenge in this position is on following service desk checkout procedures in all transactions, maintaining positive customer relations and expedient processing of all orders. This position requires ongoing social skills/verbal interaction, register/scanner operation, reading, light lifting, and standing. Position functions and work hours may vary according to business needs. Daily assignments and work direction are provided by the Customer Service Manager, Director of Services and Computers, or person in charge.

ESSENTIAL POSITION FUNCTIONS

1. Ensures positive customer relations and satisfaction
 - A. Greets and thanks all customers and provides prompt and courteous service
 - B. Directs customer problems to Customer Service Manager as appropriate
 - C. Answers or refers questions and responds to requests as needed
 - D. Makes determination and responds to customer assistance needs promptly
2. Ensures proper handling of all forms of tender and coupons
 - A. Properly counts and enters cash into register system
 - B. Verifies information on check and if acceptable, enters and properly utilizes check verification system, properly tenders check into register system
 - C. Properly handles, counts, and enters food stamps into register system
 - D. Enters proper tender per transaction (Tyme, credit card, gift certificates, etc.)
 - E. Ensures coupons are valid and properly entered and credited to correct department
 - F. Maintains a neat and organized till
3. Follows front end security procedures
 - A. Notifies appropriate personnel in cases of theft or shoplifting
4. Follows all store and department policies and procedures
5. Assists with front end maintenance and cleaning
 - A. Picks up floor, clears carts, cleans and stocks registers, fills bag stations, performs shopback
 - B. Straightens magazines, fills check stand merchandise
 - C. Uses personal protective devices (chemical resistant gloves) for cleaning glass
6. Coordinates and assists customers with questions and requests and answers store telephone calls
 - A. Provides product location and information
 - B. Directs customer to proper area or person for further help
 - C. Refers or assists caller properly
 - D. Maintains familiarity with associates at the store
 - E. Explains services to customers

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- F. Provides customer with accurate checkout
 - G. Provides departmental knowledge and information to customers
7. Coordinates and assists in selling and redeeming lottery tickets
 - A. Properly takes order, distributes ticket and collects payment
 - B. Maintains lottery machines by stocking tickets and replacing ribbons in on-line terminal
 8. Coordinates and assists with money order transactions
 - A. Programs money order machine, punches in serial number, money order number and security code
 - B. Waits on customers; punches in proper order units, collects money, does paid-in on register, makes change and loads machine
 9. Coordinates and assists with customer refunds
 - A. Checks product and receipt
 - B. Handles free, exchange or 200% guarantee
 - C. Correctly enters on register and gives the appropriate refund
 - D. Logs all refunds
 - E. Returns damaged product to proper department
 10. Coordinates and assists with miscellaneous service counter duties ensuring proper procedures are followed
 - A. UPS and stamps
 - B. Money orders
 - C. Gift certificates
 - D. Photo copies
 - E. Fax services
 - F. Video
 - G. Photo processing
 - H. Other sales items; i.e. newspaper, cigarettes, etc.
 11. Assists cashiering
 - A. Scans and processes customer orders
 - B. Ensures positive customer relations and satisfaction
 - C. Ensures proper handling of tender and coupons
 - D. Follows front end security procedures
 - E. Utilizes proper etiquette for telephone and intercom calls
 12. Follows all store and department policies and procedures

FUNCTIONAL REQUIREMENTS

Frequent: Physical – equipment operation (register, check verification machine, coupon machine, calculator, shopping cart, scanning gun, on-line terminal, scratch off dispenser, money order machine, scale, copy machine, telephone, fax machine, key machine, carpet machine, scanner, intercom), standing, turning, lifting 55 lbs., pushing/pulling up to 200 lbs., squatting, stooping/bending, reaching, walking on uneven ground; Mental – judgment/decision making, social skills/verbal interaction, memorization, reading, writing, math