

IT'S ONLY NATURAL MARKET

CASHIER/STOCKER JOB DESCRIPTION

Position: Cashier/Stocker

Reports to: Store Manager and Front End Manager

Purpose: To check out customer purchases and otherwise assist customers, to keep the store fully and attractively stocked, and to provide prompt, friendly courteous customer service

Status: Full or part time position.

Responsibilities:

- 1) Cashiering
 - a. Greet every customers and offer friendly helpful service.
 - b. Check out customer purchases quickly and accurately, using correct pricing and PLU numbers.
 - c. Bag groceries and ask customers if they need further help.
 - d. Call for back up as needed so that customers wait as little as possible to be checked out.
 - e. Become familiar with store policies and products in order to answer customer questions. Refer unresolved questions to the appropriate Manager or department.
 - f. Count cash and neatly arrange deposit at the end of the shift.
 - g. Perform closing duties procedures.
 - h. Alert Management to potential shoplifters, disorderly customers and other emergencies.
 - i. Stock, face shelves and clean when there are no customers to be checked out.
 - j. Maintain front end and entry area in clean, orderly condition, free of carts and baskets. Maintain shopper and register supplies at check stands.
 - k. Notify a Manager or appropriate department staff of inaccurate prices, equipment problems, and special orders.
- 2) Stocking
 - a. Stock shelves fully without overcrowding; face items on shelves.
 - b. Rotate older stock to front, making space for new stock.
 - c. Rotate labels to front and make sure shelf tags are accurate.
 - d. Pull out of date or low quality items and add to spoils log.
 - e. Compare prices and make necessary changes to older products.
 - f. Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary. Offer suggestions for purchases and ways to prepare products.
- 3) Receiving
 - a. Prepare back room and storage areas for incoming deliveries.
 - b. Help with unloading as needed.
 - c. Sign for deliveries with appropriate adjustments if needed.
 - d. Set aside special orders, and notify customers.
 - e. Check deliveries for damages or errors and notify a Manager.
 - f. Price each item and verify the price in the POS system matches the price set by Management on the invoice.

- 4) Store Maintenance
 - a. Keep shelves, coolers, and bins in clean, orderly condition.
 - b. Clean up spills and remove trash promptly.
 - c. Keep department equipment in assigned areas, in working order.
 - d. Use equipment safely. Advise Management of equipment issues.
 - e. Maintain outside areas in clean, orderly condition.
 - f. Keep counter tops clean of spills
 - g. Follow closing procedures at the end of each day.
- 5) Other
 - a. Answer store phone calls whenever possible
 - b. Assist other departments as needed and perform other duties as assigned to meet business needs.

Requirements:

- Ability to read and interpret documents such as Employee Handbook.
- Ability to prioritize work tasks, multi-task and maintain focus.
- Ability to stand for long periods of time.
- Ability to lift and carry 50lbs.
- Frequent, bending, reaching, scooping, walking, kneeling and squatting.

Qualifications:

- Experience serving public.
- Ability to project friendly, outgoing personality
- Ability to work as a positive team member.
- Well-organized, pays attention to detail.
- Basic math skills required.

This position description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change, or be eliminated. Employees are always expected to follow their supervisors' instructions and to perform the tasks requested by their supervisors.