Summary

Under direct supervision of the C-Store Supervisor, the Store Cashier is responsible for providing industry-best customer service for all internal and external customers. Key responsibilities include processing cash, debit, credit and check transactions using a cash register or other point-of-sale system in a retail environment. Their duties include balancing the cash register, making change, recording purchases, processing returns and scanning items for sale. The Cashier will sell and service customers by utilizing knowledge of company products.

Duties & Responsibilities:

- Greets customers as they enter the store in a friendly and positive manner.
- Provides best in class customer service; doing their best to answer questions and resolve complaints.
- Responsible for the operation of the cash register, cash handling, and making change.
- Receives merchandise; restocks shelves, coolers, and freezer items.
- Displays merchandise in accordance with established policies and procedures; maintains merchandise display per company standards.
- Follows all safety rules, maintain a safe environment by keeping store clear of debris, stumbling hazards, wet floors, etc.

Education

- The minimum educational requirement for this position is a High School Diploma, GED, or suitable equivalent.

Requirements

- Three months related experience in cash handling, cashiering preferred.
- Successfully pass a background check and pre-employment drug screening.
- Must obtain a WI Class C and WI Tobacco Check certificate prior to first scheduled shift on the cash register.
- While a valid WI Driver’s License is not a condition of employment, it is preferred.
- Excellent people skills.
- Available to work shifts and extended hours.
- Must be able to stand for extended periods of time.

Skills and Experience

- Knowledge of basic cash management procedures.
- Knowledge of retail floor sales techniques.
- Knowledge of occupational hazards and safety practices.
- Basic mathematical skills.
- Knowledge of store products.
- Knowledge of POS systems and processes.
• Ability to communicate effectively in the English language, both verbally and in writing.
• Ability to understand and follow oral and written instructions.
• Excellent customer service and communication skills.
• Ability to lead, train and establish a high level of customer service within the department.
• Merchandising skills a plus.

Working Conditions

While performing the duties of this job, the employee regularly is required to stand, use hands to finger, handle, or feel, reach with hands and arms, and talk and hear. The employee is frequently required to walk. The employee occasionally is required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds. Work is generally performed in an interior work environment and kitchen area with exposure to heat, fumes, and steam. Evening, graveyard, holiday, and/or weekend work may be required. Extended hours and irregular shifts will be required. There is frequent interaction with the public.