



POSITION: Store Cashier

REPORTS TO: Store Manager

FLSA: FULL-TIME, NON-EXEMPT

SUMMARY:

The Store Cashier is responsible for maximizing sales and providing excellent customer service while adhering to all organization standards, policies and procedures, some retail floor stocking. This role's primary responsibility will be to serve as a cashier for our ReStore. This requires the ability to stand for extended periods of time without assistance. Support customers at point of sale to ensure positive shopping experience, which includes answering product related questions, queries on products price, features, discounts, and refund policy.

ESSENTIAL JOB FUNCTIONS:

The employee must be able to perform the following job functions:

- Perform all duties with a positive attitude
- Guarantee integrity and accurate cash handling
- Understand policies and procedures for point of sale including safety, quality standards and proper customer service protocol
- Ensure that movement of merchandise is done in a safe and effective manner
- Keeps all areas, in and around the ReStore, clear and free of safety hazards
- Ask for assistance from fellow team members to move or transport larger or heavier-than-average items
- Collect customer data, on receipts/other documents, as required by Store Manager
- To attend and participate in store meetings and training sessions as required by your Store Manager
- Provide objective and respectful responses, always, including when declining items for donation to Greater Matthews Habitat for Humanity.

QUALIFICATIONS AND SKILLS:

- Be an ambassador of the Habitat Program
- Excellent interpersonal communication skills
- Always presents a professional image
- Strong organizational skills
- Mathematical and problem-solving skills
- Enthusiasm and commitment to always provide excellent customer service
- Effective multi-tasking skills for a dynamic environment
- Conflict negotiation skill
- General knowledge of operation and maintenance of Store equipment
- Schedule Flexibility
- Ensure that you, all volunteers, and staff are wearing safety belts, following safe working conditions guidelines when lifting/moving items
- Attempt to quickly resolve any customer service/other issues that may arise. Immediately report issues requiring escalation to Management or designee
- Safety inspections, as designated by the Store Manager, must be completed before using equipment, every operating day. Inform management, immediately, of any problems

- Answers Store telephone calls during business hours, assisting with inquiries and screening donations inquiries
- Perform point of sale, sales floor, and customer service duties
- Other duties as assigned by the Store Manager

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and talk and hear. Responsibilities may require ability to lift 20+ pounds, using proper safety equipment. Work may require climbing ladders, considerable standing, bending, kneeling, and reaching, in awkward and tiring positions, especially at outreach events. Operation of equipment may be required at any time.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are performed in indoor environment. Off-site public relations events may include confined spaces with public access. The noise level in the work environment is usually moderate to loud.