

Cashier Job Description

POSITION OVERVIEW:

The Thrift Store Cashier provides first line support to customers. This person should possess the ability to enjoy people and be friendly to whomever steps into the Thrift Store. They are expected to have and maintain a broad knowledge of the organization's products. The person in this role will float between checking people out at the register and provide backroom support for merchandise disbursement. The Thrift Store Cashiers play a significant role in the success and performance of our organization because they are largely responsible for the impressions our customers have towards our organization.

CASHIER DUTIES AND RESPONSIBILITIES:

- Greets customers the moment they step into the store
- Answers phones promptly in a courteous and pleasant manner
- Ensures customer satisfaction and provides an enjoyable customer experience
- Resolves minor customer complaints and provides entry-level trouble-shooting
- Provides necessary information about products
- Build and maintain good relationships with customers and volunteers
- Maintains a clean and safe work area
- Takes ownership of the store by straightening and organizing merchandise and maintains awareness of their environment
- Process customer transactions with efficiency and good-humored attention
- Provides suggestions and ideas to improve customer experience
- Sort, price, and distribute merchandise to the sales floor
- Other duties as assigned

Working Conditions

- This position requires flexibility in scheduling.
- The Cashier usually works in the thrift store but the mission of the organization may sometimes take them to nonstandard workplaces.
- Able to perform the basic functions of the position, including extended hours standing, bending and stretching,
- Able to lift and carry supplies and merchandise as needed.
- Speaks clearly and distinctly to perform extensive communication required with customers, donors, and other third parties.
- Appears professional always.

Cashier Job Description cont...

EMPLOYMENT STANDARDS AND CONDITIONS

EDUCATION AND EXPERIENCE:

- High School diploma, GED or equivalent preferred. Experience in a retail environment is preferred.
- 1 year of cashiering experience preferred.
- Ability to manage changing priorities and to stay focused with the task at hand.
- Sense of urgency in the completion of tasks.
- Excellent customer service skills.
- Ability to take direction and follow through.
- Must be able to count currency.
- Enthusiastic in their work
- Self-motivated
- Exceptional customer service and communication skills
- Ability to work effectively under pressure
- Basic math skills

REPORTING TO: Assistant Manager/Thrift Store Manager

JOB LOCATION / SALARY / BENEFITS / HOURS:

\$15/Hour; Up to 12 hours/week; flexible to work more as needed

Employee store discount offered

Hillcrest Hope Thrift Store is located at 7 W. Mill Street in Liberty, MO 64068.

Hillcrest Hope is an equal opportunity employer who values and embraces diversity.