

# BLUE HILL CO-OP

*Community Market & Café*

## **JOB DESCRIPTION – BLUE HILL CO-OP**

**Front-end: Cashier/Customer Service Level I payrate: starting at \$16/hr**

**Supervised by: Front End Manager**

This position is responsible for delivering outstanding service to our customers, learning our products and services and consistently being efficient and accurate.

Qualified candidates must have cash-handling experience, possess outstanding customer service and communication skills, have the ability to work a flexible schedule, and have great team-working skills.

### **Primary Skills (Required of all Staff):**

#### **Judgement:**

Make sound decisions that benefit the customer, other workers and the business in all situations, including rush periods and unusual situations.

#### **Teamwork:**

Work cooperatively with other team members, both within department and other departments, to achieve best possible results. Be flexible and willing to assist others and give extra effort to meet department and co-op needs.

#### **Reliability/Dependability:**

Arrive at work on time and able to work each day. Perform duties as assigned and seek help when appropriate. Work effectively in a fast-paced environment. Be dependable in the absence of immediate management. Take on extra responsibilities when needed.

#### **Attention to Detail:**

Complete all aspects of task, even when pressured by time or conflicting demands. Follow or establish procedures to insure consistent results.

#### **Communication:**

Be positive and professional in all interactions with others, both internal and external. Present written and verbal information so that it is clearly and easily understood. Consistently demonstrate good listening skills.

***The primary focus of this position is to operate the point-of-sale at checkout.***

- When operating the point-of-sale, accuracy, timeliness, and a pleasant demeanor are expected.
- Cashiers are expected to follow the appropriate checklist when opening or closing the store.

- When time allows, cashiers will be expected to clean & stock the store and answer phone calls when time allows. Cleaning tasks are clearly defined on a separate document kept near the registers. Stocking tasks will be communicated to the cashiers by the Grocery Manager or the Receiver Coordinator.
- It is expected that all staff work to better our store and its operations and the spirit of the Co-op. To this end we encourage and promote the respectful exchange of thoughts, ideas, encouragement and constructive criticism between staff and between staff and management.