

VIROQUA FOOD CO-OP CASHIER JOB DESCRIPTION

Purpose: To check out customer purchases and assist customers throughout the store and provide prompt, friendly, courteous customer service.

Status: Reports to Customer Service Manager
Pay Level 1

Responsibilities:

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

Customer Service

1. Offer consistent, fair and respectful customer interactions (both internal and external customers).
2. Ensure a high standard to customer service store-wide according to established customer service vision and expectations.
3. Provide product information and educational materials to customers and staff.
4. Ensure quick response to customer questions and concerns. Maintain communication through the customer comment box.
5. Understand and communicate the 'cooperative advantage' and the particulars of membership to shoppers and staff alike. Work to advance the mission of the Viroqua Food Co-op through outstanding service to everyone we touch every day.

II. CASHIERING

- A. Greet customers, smiling and making eye contact.
- B. Check out customer purchases quickly and accurately, using correct PLU's and departments.
- C. Call for back-up as needed so that customers wait as little as possible to be checked out.
- D. Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call for staff help if available.
- E. Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to Customer Service Desk, Supervisor on Duty or other appropriate staff.
- F. Open and close out registers following established procedures. Balance cash drawer at end of shift.
- G. Explain membership program. Receive membership applications and equity payments.
- H. Issue credits to customers for returned items and ensure that returns are properly disposed of.
- I. Maintain check stands, the dining area, community room and the outdoor patio in clean, orderly condition.
- J. Maintain the entire store in a clean, orderly condition – time permitting.
- K. Answer and route phone calls; take and route messages as needed.
- L. Alert Supervisor on Duty to potential shoplifters, disorderly customers or other emergencies, follow procedure outlined in Customer Service Manual – do not approach shoplifters.

III. GENERAL CUSTOMER SERVICE

- A. Provide prompt, friendly, courteous customer service on the sales floor and on the phone.
- B. Take the initiative to help customers with product questions, while refraining from prescribing (wellness products).
- C. Refer customers to third party information sources as needed.
- D. Provide assistance with special orders.
- E. Stock displays fully without overcrowding; face items on shelves.
- F. Pull short-date or low-quality items and follow established procedures for recording and disposing of them.
- G. Process incoming orders, following established procedures. Set aside special orders, match products with special order forms and notify customers.
- H. Dust and clean shelves and product when stocking. Remove trash promptly (with a special focus on the dining room). Sweep and mop floor as necessary.
- I. Keep department equipment in assigned area and in working order. Use equipment safely. Advise Front End Manager of equipment problems.

IV. OTHER RESPONSIBILITIES

- A. Attend cashier meetings
- B. Attend all-staff meetings.
- C. Perform other tasks assigned by Front End Manager.

Qualifications:

- Experience serving the public
- Familiarity with natural foods
- Accuracy, attention to detail
- Ability to handle multiple demands and stay calm
- Ability to project an outgoing, friendly personality
- Regular, predictable attendance
- Willingness and ability to grow to meet the changing requirements of the job

THE FOLLOWING ARE EXPECTED OF ALL STAFF AT VIROQUA FOOD CO-OP:

Customer Service

- Knows and adheres to VFC's expectations for external and internal customer service as outlined in Employee Policy Manual.
- Recognize and act on opportunities to make a customer's day or to make it right for customers with complaints.

Communication

- Communicates openly and honestly with all others in the organization.
- You must have a working phone that receives calls and/or text without delay.
- Communicates respectfully at all times.
- Does not expose customers to internal disagreements.
- Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- Communicates needs promptly and efficiently.
- Participates actively in department team and all-staff meetings.
- Stays informed by reading all communications from the General Manager, managers, HR, and in department log books.

Mission Integration

- Knows and promotes the cooperative principles and values.
- Understands Viroqua Food Co-op's Mission and Ends.
- Knows Viroqua Food Co-op and Co-op history.
- Gains and shares natural foods knowledge, continually accesses new information.

Personal Effectiveness

- Reports for scheduled shifts, on-time and ready to work.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learns and adapts to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify, report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into daily job.
- Provides a positive model for co-workers.

Performance Standards

Quality of Work:

- Understands technical requirements of job, applies technical knowledge consistently.
- Performs tasks accurately and efficiently, free from errors.
- Performs all tasks according to department procedure.

Quantity of Work:

- Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- Organizes tasks efficiently, maintains focus and stays productive.
- Achieves established goals and expected results for the department.

Safety:

- Maintains safe work environment according to all department procedures, federal and state regulations.
- Obtains and maintains any necessary licenses.
- Wears protective clothing as required for position.