

GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

Job Description

TITLE: Lead Cashier

EEO#: 4

IMMEDIATE SUPERVISOR: Store Supervisory Staff

DEPARTMENT: Operations - Retail

DIVISION: All

GENERAL SUMMARY: Lead Cashiers are responsible for maintaining excellent customer service, cash register operations, sales floor functions, and safeguarding company assets in an accurate and efficient manner. Assists supervisory staff in store operation by performing assigned advanced tasks and provides leadership to assigned personnel.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Essential Functions:

- Must demonstrate willingness and ability to adhere to all GICW's policies and procedures, CARF standards, Kaizen guidelines, safety and security regulations.
- Foster and demonstrate a positive team environment.
- Provide excellent customer service by acknowledging, assisting and thanking customers.
- Perform register tasks including verifying funds, accurately counting down register, maintaining cleanliness and stocking register areas.
- Accurately perform all register operations in compliance with GICW over and short policy.
- Collect payments, make change and provide receipts.
- Maintain store appearance to GICW standards including sales floor, fitting rooms and parking lot.
- Accurately and efficiently follow GICW merchandising standards. i.e.: product placement and stock rotation.
- Follow proper phone etiquette and use paging system.
- Follow all GICW loss prevention procedures.
- Perform miscellaneous duties, as assigned.

Lead Cashier

- Resolve customer issues in compliance with GICW policies and procedures.
- Train employees in a thorough, organized, and timely manner.
- Ensure the quality and quantity of work performed by designated cashiers is in accordance with company policy.
- Responsible, as designated for directing the activities of store personnel; ensuring that all sales transactions are rung up and reported accurately.
- Provide feedback to supervisory staff on cashier employee performance.
- Assist supervisory staff with implementation of customer service, cash control, inventory control, and security procedures.
- Promote a safe and healthy work environment.
- Work cooperatively with other lead workers to support the supervisory staff and the productivity of the store.

QUALIFICATIONS:

Specific:

- Must be 16 years of age or older.
- Must be able to work store operating hours.
- Must be able to read and write.
- Must be able to function independently in a work setting.
- Must successfully complete GICW’s Cashier Certification class.

General:

- Must maintain consistent, predictable and satisfactory attendance and punctuality as scheduled.
- Must be able to demonstrate upon request functional literacy and numeric proficiency.
- Must have command of the English language sufficient to verbally communicate with the general public.
- Must not present a significant current risk of substantial harm to self or others in the performance of the essential duties of the job that cannot be eliminated or reduced by reasonable accommodation.
- No record or disclosure of criminal conviction that indicates a tendency toward theft, violence, dishonesty, deceit, drug manufacture or sale, moral turpitude, or predatory behavior or is otherwise in conflict with the functions listed on this job description. This may include passing a state-mandated, federally-conducted criminal background check.
- Must provide proof of identification and eligibility to work in the United States of America.
- Must pass a drug screening test and background check.
- Must be able to perform the essential functions of the job with or without reasonable accommodation.
- Must meet GICW quantitative and qualitative performance standards.

POSITIONS SUPERVISED: None

WORKING CONDITIONS/HAZARDS:

- Works indoors in either a warehouse or store setting. Environment is heated or may be air conditioned, and may include exposure to dust.
- Long periods of standing and moving merchandise.
- Moderate adaptability required: Work environment occasionally hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification – Medium.

Employee: _____

Date: _____

Director Approved: 11/12