

## Durham Co-op Market (DCM)

Durham Co-op Market is a cooperatively-owned grocery store on West Chapel Hill Street in Durham, NC. The co-op is open to all shoppers, and offers local, organic, and natural food and other products. DCM reinvests profits back into the community, practices sustainability, and fosters a positive, respectful workplace. We are built by Durham and dedicated to serving Durham.



## Cashier

**Purpose:** To provide excellent customer service to all Durham Co-op Market shoppers. To operate cash register to itemize and total customers' purchases. To keep Durham Co-op Market clean and safe. To be an excellent team-mate.

**Status:** Full time or Part time, hourly position.

Reports to: Front End Manager

### Responsibilities:

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

### I. Customer Service

- Offer consistent, fair, and respectful customer interactions to ensure repeat customer traffic.
- Offer efficient, informative, and friendly service according to established customer service vision and standards.
- Understand and communicate the value of the co-op, and the particulars of ownership to customers. Work to advance the mission of Durham Co-op Market through outstanding service.
- Respond to customer inquiries regarding price and features of store products; know the store layout and product location.
- Review price sheets to note price changes and sale items.
- Review sale flyers to be aware of potential customer questions.
- Quote price and describe features of items – know the store layout and product location.

### Department Operations

- Take initiative to communicate an incorrect price to the FEM/Department Manager.
- Use the cash register to compute a customer's bill.
- Use electronic scanner to record prices of items.
- Collect cash, check, or charge payment from customer and makes change for cash transactions.
- Collect money for ownerships and gift cards.
- Count money in cash drawer at beginning and end of work shift.
- Bag items purchased by customers (if needed)
- Record daily transaction amounts from cash register to balance cash drawer.
- Follow department procedures for handling coupons, validating checks, applying discounts, etc.

- Stock register areas with appropriate papers and bags.
- Use paging system to locate employees.
- Complete other tasks as assigned by the Head Cashier, Front End Manager, Manager on Duty, or General Manager

### **Cleanliness & Safety**

- Follow established procedures on safety and cleanliness as set out by the department manager. Take responsibility for produce work spaces. Keep them clean and safe for yourself, your co-workers, and for customers.
- Follow daily priorities and sub-department performance goals to ensure productive work flow. Provide feedback and suggestions on daily priorities to the department manager.
- Participate in department wide cleanings and inventories, when scheduled.
- Retrieve and organize shopping carts.
- Maintain Front End area by organizing and cleaning as necessary.
- Alerts management of potential shoplifters, disorderly customers or other emergencies.
- Complete other tasks as assigned by the Head Cashier, Front End Manager, Manager on Duty, or General Manager

### **Professionalism & Teamwork**

- Participate in ongoing staff development and education. Improve knowledge and skills within department, and learn new skills in other departments.
- Communicate clearly and intentionally within the department and between departments.
- Treat all co-workers with respect.
- Assist in other departments as needed.
- Attend department and store-wide meetings.
- Perform other tasks as requested by the Produce Manager, Manager on Duty, or General Manager

### **Competency**

To perform the job successfully, an individual should demonstrate the following competencies:

- Attention to Detail - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.
- Respect for All People - Shows respect and sensitivity for cultural differences.
- Attendance/Punctuality - Is consistently at work and on time.

### **Qualifications/Minimum Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Previous cash handling experience, POS experience, familiarity with natural foods and or grocery store entity.

### **Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Previous cash-handling experience required.

**Language Skills** - Ability to read and comprehend simple instructions, short correspondence, and memos in English. Ability to write simple correspondence in English. Ability to effectively present information in English in one-on-one and small group situations to customers and other employees of the organization. Knowledge of Spanish is desired, but not required.

**Math Skills** - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

**Physical Demands** - Demonstrated ability to stand/walk for long periods; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Ability to adhere to store safety policies.

### **Work Environment**

The work environment characteristics described here are representative of those an 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. Promoting at all times mutual respect for customers and staff.

### **Other**

The employee must be available to work a flexible schedule, including evenings and weekends.