



Job Description

Job Title: Cashier Clerk

Job #: HS-101

Department: Retail Operations

Level: 1

Supervisor: Store Manager

Probation: 3 months

POSITION SUMMARY

The Cashier Clerk is responsible for providing excellent customer service and closing sales and processing transactions in their assigned store for the Nemaska Development Corporation (NDC). The Cashier Clerk is responsible for providing customers with information and guidance, ensuring a positive customer experience and ensuring products are properly stocked and presented.

DUTIES & RESPONSIBILITIES

Customer Service Responsibilities

- Greet customers, respond to questions and provide information, as required, in a friendly and professional manner.
- Build relationships with customers and provide them with accurate information, guidance and support. Attempt to upsell products.
- Resolve customer complaints. Escalate to Manager as needed.
- Learn product information, specification, instructions and applications in order to assist customers.
- Assist customers with their items; offer to bring items selected to the cash register for customers.

Cash Register Responsibilities

- Scan items, weigh items or key in item prices and tabulate using cash register.
- Verify pricing as required.
- Process coupons, cash, debit and credit payment transactions.
- Issue receipts and accurate change.
- Bag, box or wrap items and distribute weight evenly.
- Process merchandise returns and exchanges and issue refunds and store credit as required.
- Maintain a clean and organized checkout area.

Cash Balance Responsibilities

- Count cash in the drawer at the beginning of each shift and ensure that there is adequate change.
- At the end of each shift, reconcile cash, credit and debit receipts with sales.
- Prepare deposits, close the cash register and return the float to the store manager at closing.

Merchandise Responsibilities

- Arrange special sale and clearance items at the front of the store for maximum visibility.
- Accept delivered packages and ensure proper amount is inside.
- Unload merchandise and make sure it is not damaged. Process damaged or defective stock as per company protocol.
- Do a regular rotation of the products on the shelves and in bins. Remove all expired products.
- Mark items with identifying codes, such as price or inventory control codes.

Inventory Responsibilities

- Stock shelves and bins with unpacked items, according to identifying information. Ensure labels are clear and visible.
- Keep the stock room and store neat and orderly.
- Inform the Store Manager if inventory is low.

Other Responsibilities

- Maintain store cleanliness during off-peak periods.
- Replace and assist colleagues in store and other NDC business locations as required.
- Maintain up-to-date knowledge and skills in area(s) of responsibility.
- Perform other duties as required.

EMPLOYMENT REQUIREMENTS

Education and certifications:

- Some high school

Experience:

- No experience is required

Knowledge and abilities:

- Customer focused and service oriented
- High attention to detail and accuracy
- Outstanding communication and interpersonal abilities
- Proven ability to be discreet and maintain confidentiality

Languages:

- Fluency in Cree and English is required
- Fluency in French is an asset

WORKING CONDITIONS

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- In a retail setting, long hours standing and stocking shelves.
 - Lifting of stock and supplies.

Employee's signature: _____ Date: _____

Supervisor's signature: _____ Date: _____