

## Our Towns Habitat for Humanity Job Description

<b>Job Title:</b>	Cashier	<b>Department:</b>	ReStore
<b>Manager:</b>	ReStore Manager	<b>FLSA:</b>	Non Exempt
<b>Approved By:</b>		<b>Approval Date</b>	
<b>Summary:</b>			
<p>The Cashier is responsible for providing excellent customer service by managing the point of sale interaction with customers and answering the phones as needed. This work is done in accordance with policies, procedures, and the philosophy of Our Towns Habitat for Humanity Board of Directors.</p>			
<b>Our Towns Habitat’s Expectations of All ReStore Employees:</b>			
<p>Projects a positive and respectful attitude that represents Our Towns Habitat in a positive manner within the community at large and maintains a professional and respectful attitude when interacting with employees, customers, donors, volunteers and the public.</p> <p>Obtains a working knowledge of and comply with all policies and procedures, including but not limited to, Human Resources Policies and Procedures and the ReStore Standard Operating Procedures.</p> <p>Reports to work at scheduled times and maintains acceptable attendance records as outlined in Team Member Handbook.</p>			
<b>Essential Duties and Responsibilities: <i>include the following. Other duties may be assigned.</i></b>			
<ul style="list-style-type: none"> <li>• Promotes and works cooperatively, collaboratively and with flexibility with others in the Affiliate. Makes valued contributions to the outputs of others to assist team members or projects to achieve the required objectives.</li> <li>• Greet ReStore customers in a friendly and courteous manner when they enter the store and upon checking out</li> <li>• Provide a high standard of customer service to customers</li> <li>• Assist customer with questions, concerns and general inquiries in a professional manner</li> <li>• Accurately enter pricing information and data into the register when checking out customers and ensure that the correct payment has been received for the transaction</li> <li>• Process discounts, returns, exchanges and issue store credits as needed.</li> <li>• Issue and redeem VIP loyalty cards.</li> <li>• P</li> <li>• Manage the tagging process for merchandise to be picked up later by customers.</li> <li>• Communicate with the warehouse staff when customers need assistance for loading purchases.</li> <li>• Answer the phones in a polite, timely manner.</li> <li>• Maintain coverage and security of register area during open hours of operation.</li> </ul>			
<b>Other Duties and Responsibilities:</b>			
<ul style="list-style-type: none"> <li>• Make Public Address announcements regarding sales events, to locate missing tags, store closing soon in a professional manner.</li> <li>• Processing merchandise near cash registers including tagging, cleaning, etc.</li> <li>• Return merchandise left at counter to the sales floor</li> <li>• Manages the organization of the shopping carts within the POS area</li> <li>• Retrieve carts from parking lot as time allows and as long as there is other coverage of the POS area during that time</li> <li>• Performs other duties as assigned and reasonably within the scope of duties enumerated above.</li> </ul>			

**Supervisory Responsibilities:** *Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include recruiting, selecting, orienting and training employees. Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results; conducting training; implementing and enforcing policies and procedures. Develops schedules; assigning and monitoring work; implementing productivity standards, resolving operations problems, implementing new procedures.*

This position has no supervisory responsibilities.

**QUALIFICATIONS:**

*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.*

**Education and/or Experience:**

High school diploma or general education degree (GED) is preferred; or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Skills:**

Basic Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Certificates, Licenses and Registrations:**

Non required

**Other Skills, Abilities and Qualifications:**

- Excellent customer service skills
- Good communication skills
- Ability to deal with difficult situations while maintaining professional demeanor
- Accuracy in handling money
- POS retail experience preferred
- Ability to work during store operating hours Monday – Saturday

**Employment Conditional upon the Results of the Following:**

- Criminal background check to include: NC statewide criminal, nationwide record indicator, national sex offender registry and social security alert.
- Pre-employment drug screen.

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly: stand; use hands, fingers, feel; reach with hands and arms; talk or hear.

Frequently: stoop, kneel, crouch or crawl

Occasionally: walk; sit

Lifting requirements include frequently up to 10 pounds, occasionally up to 25 pounds.

Vision requirements include close and distance vision, peripheral vision, depth perception and the ability to adjust focus.

***Work Environment: The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

The noise level in the work environment is moderate.

<b>Reviewed By:</b>			
Employee Signature:		Date:	
Print Employee Name:			
Manager Signature:		Date:	
Print Manager Name:			