

## Cashiering/Grocery Customer Service Associate

\*\*\*HIRING BONUS\*\*\* \$250 at 3 months and another \$250 at six months

The Cashiering Customer Service department is on the front line of the Market—staff has direct contact with our guests all day long, 24/7. The department’s primary objective is to provide unabashedly outstanding service and accurate cash management in regards to the sale of all our products: prepared food, bakery, coffee, produce and grocery items. Our second primary objective is to assist our Grocery team in keeping our store fully stocked and well merchandised. And our third objective is to perform both great service and great merchandising with a team oriented approach and a positive attitude and spirit each and every day.

General Duties: Cashier Associates are full and part time non-supervisory positions within the department. This can often be an entry level position within the department.

- Cashiers must be able to ring up purchases quickly, accurately and cheerfully, make sure the line moves rapidly, and that customers are smiling as they leave the store.
- They must be careful, skillful baggers of grocery, produce and prepared food items.
- They are responsible for helping to bag bulk items, as well as stock chips, stock the cooler and maintain displays and shelves around the register area.
- They are responsible for keeping their area neat and clean, and for maintaining the cleanliness of their designated area during closing shifts.
- They are fantastic service providers.

### Qualifications:

- **Being Calm under Pressure:** One must be able to communicate to others and convey information clearly and in a calm and effective way in a zoo like environment where many things are going on all at once. Being able to effectually resolve issues and handle often challenging customer concerns in a warm and thoughtful manner is required.
- **Outstanding Judgment and Decision-Making:** One must consider the relative costs and benefits of potential actions and choose the most appropriate one.
- **Love of Service:** Must actively look for ways to help people and absolutely enjoy it.
- **Strong Physical Attributes:** Must be in outstanding physical condition. This job can require you to be on your feet for more than 8 hours a day and to be able to lift and carry over 50 lbs.
- **Strong Cleaning and Sanitation Skills:** Must run a clean, tidy and safe work environment.
- **Outstanding math skills:** Must be able to quickly and efficiently count change and make sense of numbers.
- **Outstanding computer skills:** Must be familiar with computers and be very comfortable with using them.

### Specific Duties:

- **Customer Service:** The registers are the central place for all service points. There are often difficult conversations in public that the register crew handles since we don’t have a traditional customer service desk. This is a large part of the job as the register crews are the face of the store—available to answer any and all questions about not only our store but the community at large.
- **Typical register cash out:** Responsible for accurate ring up of guests, use of ECRS computer, memorization of PLU codes, understanding and deciphering different produce, understanding different

grocery and apparel codes, and understanding all menu items from the prepared foods department and bakery. Also, being a mindful bagger of those items is essential for great customer service.

- **Deciphering another language accurately: sandwich tickets:** Learning all sandwiches and how tickets are written as accurate ring up of hand written sandwich tickets is essential. Must learn all other prepared food languages and codes such as bakery and catering codes.
- **Assisting grocery crew with bulking and stocking the store:** Keeping their assigned zones fully stocked and merchandised. Working with Grocery team on a daily basis on projects.
- **Be acquainted with the market as a whole:** Have a strong knowledge of where most items are located in the store as well as produce specials, menu specials and general knowledge of monthly themed campaigns.
- **Physically Opening/Closing:** Responsible for working opening and closing shifts. Early morning shifts (6:30 AM) are responsible for setting the store up for the day with duties ranging from service and check out to working with the Grocery team on projects. Closing shifts are hard work (till 8:15 PM)— we sweep and mop the entire store every night as well wipe all cases down. We clean all bathrooms. We shake rugs out. It's not glamorous.
- **Maintaining outside of the store:** In the winter, early spring and late fall the cashiering customer service team is responsible for upkeep of the parking lot: keeping it litter free, checking for shopping carts, keeping it snow and ice free and helping with customer service issues of any sort.

Education: None qualifying. For full time, non-student work, 1 to 2 years cashiering experience in retail is required. For limited part time and summer work, experience is not required but helpful.

Time Commitment: Full time/part work. At least one weekend day is required. Holidays and summer time are our busiest times and require planning and commitment. Early morning (6:30 AM) shifts and early evening shifts (till 8 pm) are required.

Compensation/Hiring Guide:

- Level One: Entry level, no experience: \$10/hour, Market lunch every day; 20% staff discount.
- Level Two: Some job related or retail experience: \$12/hour +/- depending on experience; Market lunch every day; 20% staff discount. Simple IRA/Health Insurance, after WFM vesting period.