

Lead Cashier

Cashiering/Customer Service Department

Our Cashiering Team is a huge part of our Market. And Great Service is one of its top priorities. The Cashiering Team is critical because it's the last interaction the guest has before leaving the building. It's essential that customers feel pampered, serviced, loved and cared for before they leave. Maybe it's a recipe recommendation, a compliment on a great product selection or even a compliment on what a guest is wearing. But our Cashiering Team performs this Great Service **along with** critical, high level financial accuracy. Performing the two at the same time is our consummate challenge.

Our Lead Cashier helps execute this accuracy and Great Service with the entire team by setting the tone, managing and motivating the group with grace, respect, fun and laughter. He/she exudes Great Service and is exceptionally organized and accurate. Our Leader is an integral part of the Market's structure and the department's success. Specific duties include:

- Scheduling the team. There are usually about 8-10 full and part time staffers.
- Handling financial accuracy issues arising at the register in terms of "mis-rings," incorrect tenders, returns and pricing errors.
- Daily task-setting and motivation. This includes working closing with the Grocery Team, Produce Team and Prep Team and other store department leaders to check in on where the cashiering group can help with overload work. (The Cashiering Team often helps out other departments with specific tasks when slow.)
- Training on all aspects of running the register system, and be able to fix minor technical problems as they arise. Will become an expert on our ECRS software.
- Opening and Closing the department; counting the drawers; responsible for all money handling procedures and cash bank accuracy.
- Being the Customer Service Point Person: Is present on the floor of store, helping with service challenges, difficult conversations, making sure guests are being taken care of quickly, accurately and lovingly. Integrates well with other department staff and knows about Market products, services, strengths and weaknesses.
- Handling Bad News with Grace. Daily interaction with guests includes handling difficult situations with grace and ease. Our Cashiering Leader turns tough interactions into positive "Code Greens" (great customer feedback) experiences for the guest.
- This is entry level Leadership Team position. Lead Cashier attends weekly Leadership meetings which includes all department leaders. Agendas include store wide scheduling, planning and solving up to the minute policy challenges.

Our Needs for this Position:

- **Outstanding Organization Skills** – He/she must prioritize projects and keep them moving forward while communicating this to a team of people. Must understand how to be an effective scheduler of staff. Must maintain supplies for department.
- **Excellent Day Planning and Long Range Planning Skills:** Understanding the daily and weekly prep lists and the prioritization of tasks is critical, as is communicating this to a team.
- **Excellent Leadership, Teaching, Mentoring, and Hiring Skills:** Motivating, developing and directing people as they work, identifying the best people for the job.
- **Being Calm under Pressure:** Talking to others to convey information clearly and in a calm and effective way. Able to effectually resolve issues and handle customer concerns in a warm and thoughtful manner.
- **Outstanding Judgment and Decision-Making:** Considering the relative costs and benefits of potential actions and choosing the most appropriate one.
- **Natural Love of Service** – Actively looking for ways to help people while enjoying it.

- **Being Graceful in Difficult Situations:** Having a personality that is able to naturally handle tough news and being able to turn a difficult one into a win for the Market.
- **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. We are extremely sensitive about cleaning and the cashiers are included in a wide array of cleaning projects and nightly cleaning like the bathroom, all register computers and the front door windows, mopping, sweeping and vacuuming a section of the Market and other general cleaning duties.
- **Strong Computer/IT Skills:** Must have strong working knowledge in computers; sign making in word, scheduling in excel and proficient in email. Must understand WFM POS system and be able to converse in the “language” of POS and inventory systems.

Time Commitment: This is a full time job. We estimate about 40-45 hours/week. 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.

Education: Some work experience within the food industry or retail is helpful but not required. Previous cashiering experience required. High School or GED degree is necessary.

Compensation: \$15/hour +/- depending on qualifications and experience. Simple IRA, Health Insurance optional after vesting periods; Market lunch every day; staff discount.