# **Cashier Job Description**

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## **Job Brief**

The Cashier role in our customer-facing retail team involves handling cash transactions with customers, maintaining financial records, and ensuring a smooth checkout experience. A Cashier should have a keen eye for detail, strong numerical skills, and a commitment to delivering exceptional customer service.

## **What Does a Cashier Do?**

A Cashier operates the cash register, processes customer payments, and provides prompt and friendly customer service. This role is pivotal in creating a positive shopping experience through efficient transaction handling and helpful interaction with customers.

## **Responsibilities**

* Greet customers and answer their questions in a friendly manner.
* Process sales transactions, which may include cash, checks, cards, and other digital payments.
* Issue receipts, refunds, credits, or change due to customers.
* Maintain a clean and orderly checkout area.
* Count money in cash drawers at the beginning and end of shifts to ensure amounts are correct.
* Resolve customer complaints, guide them, and provide relevant information.
* Bag, box, or gift-wrap packages as per the customer's request.
* Track transactions on balance sheets and report any discrepancies.
* Handle product returns and exchanges efficiently.

## **Requirements and Skills**

* Proven experience as a Cashier or in a customer service role.
* Basic PC knowledge and familiarity with electronic equipment (e.g., cash register, scanners, money counters).
* Strong communication and time management skills.
* Customer satisfaction-oriented.
* Attention to detail and mathematical skills.
* Reliability and honesty.

## **Education, Experience, and Licensing Requirements**

* High school diploma or equivalent.
* Previous experience in a retail environment is preferred, but not required.
* Training in occupational safety and health, alcohol regulations, or fraud prevention may be advantageous depending on the location.