



## **JOB DESCRIPTION**

( August 2017 )

**DEPARTMENT:** Customer Service

**POSITION TITLE:** Cashier (Full-Time)

**LOCATION:** Village Grocer (Markham, Ontario)

**TITLE OF IMMEDIATE SUPERVISOR:** Manager, Retail Operations

### **Scope**

The Cashier works in the Village Grocers Customer Service Department and is responsible for taking payments from customers in exchange for items purchased. They greet customers in an attentive, friendly and engaging manner and process customers purchases efficiently and accurately by scanning, entering and bagging grocery items.

You pride yourself on your people skills and enjoy interacting with the public. Your friendly and helpful demeanor, ability to learn, attention to detail, work ethic and communication skills combined with your passion to provide customers with an excellent shopping experience in a demanding and fast-paced environment makes you the perfect candidate for this position.

### **Role Requirements**

- Available to work flexible hours, evenings and weekends (extended hours on occasion)
- Strong communication skills and ability to deal with difficult customers when required
- Maintain a high standard of professionalism, personal hygiene & appearance
- Adheres to company dress code
- Maintain a clean and safe workspace environment
- Endure medium levels of physical exertion (standing, twisting, squatting, bending, lifting, etc.)
- Equipment operation (cash register, electronic scanners, intercom, floral wrapping station)
- Observes company code of conduct, policies and store rules
- Observes provincial food and health safety policies
- Perform other duties and assignments as directed
- Train and assist part-time cashiers when needed

### **Key Responsibilities**

- Greeting customers in a cordial and friendly fashion
- Provides superior service and a pleasant shopping experience for each customer
- Processes customer orders with efficiency and accuracy
- Wrap and place merchandise in bags while ensuring that all customer purchases are well protected
- Maintains a clean, organized and safe environment around checkout station
- Keeps impulse shelves/displays in front of cash area stocked with inventory and clean
- Balances cash drawer at end of shift

### **Working Conditions**

- Inside, outdoor work on occasion (i.e. shopping cart retrieval)

### **Success Factors**

- Communication Skills: Cashiers can often serve as our primary point of contact with our valued customers. Key skills required include:
  - Speaking and engaging with customers in a calm, effective and friendly manner
  - Listening skills
  - Patience
- Stamina: Cashiers often stand for long periods of time and are required to lift medium to heavy objects
- Job Commitment: Punctual and able to work variable shifts as assigned by the department manager
- Role Engagement: Ability to work with a positive attitude and a high level of energy
- Responsibility Success: Effectively manage and complete all aspects of key responsibilities
- Collaborative Approach: Works well with others and enjoys being part of a team
- Good memory skills

### **About The Village Grocer:**

The Village Grocer has been a purveyor of quality foods in the Markham community for over 30 years. Started in 1986 by Evan & Cathy MacDonald, the company's focus is to provide customers with wholesome & quality foods together with a high level of personalized service. The Village Grocer experience includes a full range of unique, every day and gourmet food offerings in a friendly retail-shopping environment that exudes discovery for the shopper. Under the banner "Great People, Quality Food" the Village Grocer provides consumers with quality food options beyond conventional food retailers.

*The Village Grocer is committed to equality of opportunity in all aspects of employment. It is the policy of The Village Grocer to provide full and equal employment opportunities to all employees and potential employees without regard to race, color, religion, national or ethnic origin, veteran status, age, gender, gender identity or expression, sexual orientation, genetic information, physical or mental disability or any other legally protected status.*