



## JOB DESCRIPTION CASHIER

### **POSITION DESCRIPTION: *Cashier***

#### **1.0 JOB DESCRIPTION SUMMARY**

The purpose of this standard procedure is to establish and define the functional role, reporting relationships, duties, authority, responsibilities, job requirements, and measurements of performance of the position of Cashier at Horsting's Farm Market.

#### **2.0 REPORTING RELATIONSHIPS**

2.1 The candidate for the Cashier position at Horsting's Farm Market is hired by the Owners and Kitchen Supervisor and is expected to report to the Kitchen Manager/Owners, while maintaining excellent communication with other department managers and fellow employees.

#### **3.0 REQUIREMENTS**

##### **3.1 *Education & Certification***

Preferred: Hospitality certificate or equivalent an asset.

##### **3.2 *Experience***

Novice to intermediate experience in a customer service-orientated environment; experience with cash handling, transaction processing, POS systems with special focus on operational accuracy. Training provided for first-time candidates.

##### **3.3 *Skill, Knowledge, and Abilities***

Cashiers must be tidy, organized, dedicated and meticulous, and demonstrate the ability to work collaboratively with co-workers, while excelling at customer service. Must possess outstanding work ethic and integrity.

##### **3.4 *Physical***

Body Positions: standing, walking, and bending.

Body Movements: lifting and carrying (up to 50 lbs), use of hands, eyes, arms, and voice. Neat, clean, and professional in appearance.

##### **3.5 *Mental***

Requires basic general math skills. Language requirements are reading, writing, spelling, and the ability to communicate clearly with visitors and fellow employees. Works collaboratively to attain and exceed common goals.



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### **4.0 WORKING CONDITIONS**

Variation of work temperatures depending on the time of the year and the weather. As a cashier, you will be situated in the Café [and Market or Adventure Field, for support when necessary].

### **5.0 ESSENTIAL FUNCTIONS**

- 5.1 The Cashier's primary role is to operate provide prompt and friendly service to all visitors, while competently processing transactions and assisting customers through product knowledge/the ability to locate products.
- 5.2 Cashiers must stay detail-oriented, accurately scanning and bagging purchases while ensuring cash drawers are organized and precise.
- 5.3 Cashiers must be flexible with their work schedule.

### **6.0 DUTIES AND TASKS**

- 6.1 Providing friendly and timely customer service while accurately handling payments/processing transactions and bagging purchases.
- 6.2 Ensuring that all applicable equipment is being used properly and safely (by following company safety and security procedures), keeping it maintained and clean, and complete appropriate safety checklists; maintaining a high level of accuracy and attention to detail; able to protect company assets using sound judgement and a vigilant eye; expected to report any/all damage or safety concerns to Supervisors/Owners.
- 6.3 Answering questions on the telephone, taking lunch or custom orders, taking bus tour reservations, and performing other light housekeeping tasks, as needed.
- 6.4 Ensuring that the work areas are kept clean and tidy, that all washroom maintenance is completed, that work area supplies and products are well-stocked as needed, and position expectations are being followed.
- 6.5 The ability to maintain knowledge of product description and current location within the Café/Market.
- 6.6 Ensuring that all products are merchandised accurately and sellable. Ensure adequate signage is present throughout the Café and Market. Ensure signage



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displays proper pricing, and discussion of sales on items are implemented in conversation or during check-out.

- 6.7 Assisting kitchen staff with cleaning and restocking, when necessary/able.
- 6.8 Must have a positive, friendly, and helpful approach when dealing with fellow employees, as well as with customers who have questions about product, orders, or any other customer inquiries/complaints, effectively listening to and resolving customer complaints by indulging in upselling activities, bringing any unsolvable/escalating situations to the attention of management when necessary.

### **7.0 MEASUREMENTS OF PERFORMANCE**

- 7.1 Demonstrates the ability to tactfully handle difficult situations and problem solve.
- 7.2 Consistently shows the ability to recognize and deal with the priorities of the tasks assigned.
- 7.3 Consistently demonstrates the ability to work as a team member and promotes professionalism within the workplace.
- 7.4 Consistently demonstrates a good work ethic and punctuality.
- 7.5 Actively helping the company grow and excel through exemplary customer service.
- 7.6 Ensures equipment used is maintained and used in a safe and proper manner.

### **8.0 APPLICATION & POSITION DETAILS**

- 8.1 Both full- and part-time cashier positions available.
- 8.2 Cashier wages start at \$16.00/hr+gratuities (wage negotiable based on experience).
- 8.3 Free lunch per shift.
- 8.4 Must have reliable transportation.

**To apply for this position: Please send your cover letter & resume/CV to: [horstingsmarketing@gmail.com](mailto:horstingsmarketing@gmail.com) by Wednesday May 17<sup>th</sup>, 2023.**