



Helping you to live well and be healthy.....naturally!

Position: Lead Cashier

Status: Full time Permanent Salary \$18.00-DOE

Reports to: Front End Manager

Job Functions: The lead cashier's primary responsibilities are to train the new cashiers and maintain the front end at all times. The lead cashier always remains close to the front end so they are able to call for support if customers begin to stack up while waiting to be checked out. Demonstrate experience and accuracy as a cashier. Promptly check out and assist customers. Customer service, front end operations and fostering a team environment are the cornerstones in building a successful front end team.

Responsibilities:

I. TRAINING

- A. Train all new incoming cashiers on standard operating procedure for all front end tasks.
- B. Update cashiers on new policies and procedures, review new memos and have cashiers sign memos after training.

II. CUSTOMER SERVICE

- A. Greet customers smile and make eye contact.
- B. *Take initiative to assist customers in prompt, friendly, helpful manner and referring them to other staff when necessary.*
- C. Be familiar with company policies, sales and events in order to answer questions. Refer unanswered questions or problems to Front End Manager or other supervisory staff.
- D. Answer phone and route calls. Take and route messages as needed.

II. CHECKING

- A. Check customer purchases quickly and accurately, using correct prices, PLUs and department codes.
- B. Call for back-up as needed so that the customers wait as little as possible to be checked out.
- C. Bag purchases and ask customers if they need assistance. If so, carry out groceries if not busy. If busy, call for staff to help.
- D. Open and close out registers following established procedures.
- E. Put stuffers in bags, inform customers of specials, and upcoming store events.
- F. Keep checking area in a clean, tidy, and orderly condition.
- G. Issue credits to customers for returned items following company policy and ensure that returned items are disposed of properly. Records shrink promptly and accurately.

III. STOCKING

- A. Delegate idle cashiers to face, stock, check dated items and clean shelves, as directed by your supervisor.

IV. OTHER

- A. Alert shift supervisor to potential shoplifters, disorderly customers or other emergencies.
- B. Follow company policies and practice safety on the job. Always follow Cal OSHA Guidelines.
- C. Continue to show initiative and be consistently accurate.
- D. Perform other tasks assigned by your Supervisor (Manager).
- E. Participate in periodic inventory.
- F. Propose new ideas for efficiency or products for the store to department managers.

Qualifications:

- Experience serving the public. Ability to project a friendly, outgoing personality.
- Familiarity with natural foods. Regular, predictable attendance.
- Able to stand for long periods of time. Able to lift 50 lbs.
- Ability to handle multiple demands and staying calm under pressure. Accuracy and attention to detail.
- Demonstrates independent working skills and taking initiative.
- Eureka Natural Foods strongly encourages individuals seeking to understand more about living natural lifestyles to apply. Eureka Natural Foods is committed to ensuring its customers live well naturally and are eager to find employees who desire promoting this.