



JOB TITLE: LEAD CASHIER

REPORTS TO: FRONT END MANAGER AND SUPERVISOR

SUPERVISES: FRONT END STAFF

Revision Date: 10/2021

JOB FUNCTION: To supervise cashiers and baggers in the absence of, or along with the Front End Manager or Front End Supervisor. To assist the Front End Manager in ensuring prompt, accurate, friendly, and helpful customer service.

DUTIES AND RESPONSIBILITIES:

- Supervise cashiers and baggers in absence of the Front End Manager and Front End Supervisor.
- Assign off-register tasks to cashiers and baggers during slow periods.
- Assist Front End Manager in informing staff of all changes in store policies and procedures affecting the department.
- Offer Front End support (breaks, rushes, security, etc.). Work cashier, bagging, and customer service shifts as needed.
- Make “judgment calls” regarding Front End issues (check-cashing approval, discount use, etc.)
- Follow established Opening and Closing Procedures ensuring smooth daily operations.
- Maintain Front End log book. Communicate to other leads verbally or through lead cashier log book. Communicate all problems, register or personnel, to Front End Manager or Front End Supervisor.
- Handle cash register and other Front End equipment malfunctions. Troubleshoot, communicate with service people, and coordinate interim procedures while waiting for service.
- Follow store procedures in instances of shoplifting, harassment, disorderly customers and robbery.
- Proactively watch for potential security problems in the store.
- Communicate scanning errors and corrections to cashiers in a timely manner.
- Perform other tasks as assigned by Front End Manager or Front End Supervisor.
- Serve as a positive example for Cashier performance standards.
- Perform routine cash drops throughout the shift as needed.
- Assist at the Customer Service desk whenever needed or appropriate.
- Attend front-end staff meetings assigned by Front End Manager. Attend required classes.

QUALIFICATIONS:

- Experience with computerized cash register systems.
- Cashier experience obtained at Lakewinds.
- Experience training cashiers.
- Communication skills - clear instructions, good listening.
- Ability to delegate tasks in a fair and consistent manner.
- Ability to project mature, friendly, outgoing image.
- Ability to work day and evening shifts and weekends shifts.
- Ability to remain calm.
- Ability to handle multiple demands and difficult situations.

- Demonstrated ability to work independently as well as part of a team.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.
- Ensure staff members are trained to respond to potential safety issues within department (customer falls, etc.)

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to communicate effectively with coworkers and customers.
- Ability to read, count and write to learn about product and policy, and accurately complete all documentation.
- Ability to do basic math computations.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move, lift or handle merchandise throughout the store generally weighing between 20-50 pounds repeatedly.
- Ability to perform the following movements – used in cashiering and bagging groceries – repeatedly and for sustained periods of time: walking, standing, bending, stooping, squatting and reaching.
- Ability to work varied hours and days in the heat and cold, including evening and weekend shifts up to 8 hours.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.