Garden Spot Head Cashier - Job Description

Position Description: As the Head Cashier, the primary focus is courteous customer service and accuracy. One must be polite and positive, greeting customers as they enter the shop. When the number of customers (2 or more waiting) warrants, have Assistant Cashier open the second register. Cashier must be careful to ensure that each item on the ticket is accurately entered into the cash register. The attention to detail and accuracy in this role is essential for the viability of the business. Familiarity with product pricing is most helpful. Promptly notify Day Manager/Manager of any potential pricing issues or conflicts.

Assist with the upkeep of the shop. This position must successfully interact with the Manager, Day Manager, Sales Associates and other Garden Spot staff.

Reports to: Day Manager

Skill set and educational requirements for position:

* Customer service and retail sales experience
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted, others first team player.
* Proficient in oral and written communications.

Duties and Responsibilities:

* Be continuously attentive to customer and their needs. Get the appropriate person for technical questions. (eg plant expert for plant questions; “Let me find someone to help you with that question.” For inventory/in stock questions, ensure the accuracy of the information being provided to the customer. For out of stock materials, either ask plant expert for alternatives to suggest to the customer, and/or, offer to add their request to the order book.
* Thank customers for their business. (eg Thanks for shopping with us! Thanks for your business! Come again!)
* Back up answering the phone. On the phone, answer with a friendly greeting. “Good Morning. Thanks for calling Garden Spot, how can I help you?”
* Use appropriate manners when address customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)
* Arrive not later than 845am to do the following:
  + Turn on lights.
  + Unlock front and double shop doors.
  + Turn off the sign lights.
  + Turn on AC units.
  + Ensure bathrooms are checked and ready for use/restock as needed.
* At closing time:
  + Lock front door.
  + Close out register following the register close out procedure.
  + Turn off AC units.
  + Take out trash.
  + Check and clean the kitchen as required.
  + Turn on GSOM sign lights.
  + Ensure that all light switches with Green Dot are on for overnight.
  + Lock front double doors.
  + Lock side door to kitchen.
* Assist Day Manager and Sales Associates with entering complete customer information into ‘Order Book’.
* Assist Day Manager and Sales Associates with entering complete customer information into ‘Pick-up Book’. Ensure that products placed behind the building have appropriate tags and customer information.
* Ensure that no unnecessary staff are behind the counter area.

When not checking out customers:

* + Take initiative to maintain the appearance and upkeep of indoor area.
    - sweep showroom floor before 11am and around 5pm.
    - Clean bathroom /restock paper supplies before close of business.
    - Dust and straighten up shelves. (Do not redecorate and shift product unless directed by Day Manager.)
    - Assist with other cleaning duties as needed.
  + Keep non-plant products and pots stocked.
  + Ask Day Manager/Manager of other ways that you can help. There is ALWAYS something to do.

When no other customers are present:

* If directed by Day Manager/Manager, assist with product pricing.
* Ask for appropriate assistance for other staff team members.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* No decision making authority with respect to customers; no delegating or directive authority over other staff team members, except with respect to operations behind the counter, in door way or otherwise interfering with good customer relations.
* Refer any customer questions about plants or other products to appropriate sales staff. (eg Let me get someone to help you with that question.) Do not respond with direct information yourself. Do not say the word ‘NO’/ ‘’We don’t have..” in any form or fashion!
* Do not redecorate or move products unless directed by Day Manager/Manager/Merchandiser.

Work Hours: Adhere to the assigned schedule and work hours. Alert Manager/Owner of any schedule conflicts as far in advance as possible. Do not make ask someone else to cover a shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time. If working til close, the day does not end until the Assistant AND Head cashier have both completed all duties.