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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | CASHIER |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of a cashier consists of receiving and paying out money in establishments other than financial institutions. It also consists of using electronic scanners, cash registers, or related equipment and being involved in processing credit or debit card transactions and validating cheques. |
| QUALIFICATIONS & REQUIREMENTS: | * High school diploma or equivalent;
* Ability to give full attention to what other people are saying, to actively look for ways to help people and to be aware of others' reactions and understanding why they react as they do.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Integrity — Job requires being honest and ethical.
* Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
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| TASKS: | * Answer customers' questions, and provide information on procedures or policies;
* Assist customers by providing information and resolving their complaints;
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners;
* Greet customers entering establishments;
* Issue receipts, refunds, credits, or change due to customers;
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans;
* Process merchandise returns and exchanges;
* Receive payment by cash, cheque, credit cards, vouchers, or automatic debits;
* Sell tickets and other items to customers;
* Stock shelves, and mark prices on shelves and items.
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| LINES OF COMMUNICATION: | Specify |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |