



NOW HIRING

HEAD CASHIER

Store Location: 1150 West Street, South Amherst, MA 01002

Department: Registers

Job Status: Full Time or Part Time

Reports To: Front End Manager, Assistant Front End Manager, Night Supervisor, Upper Management, Ownership

Grade/Level: High School Diploma or Equivalent preferred

Work Schedule: Flexible; weekends, days, evenings & holiday availability is expected

Amount of Travel Required: N/A

Positions Supervised: Cashiers, Baggers, Self-Checkout Attendants

EXPERIENCE, SKILLS & ABILITIES

- **Experience:** Minimum six months related experience
- **Professionalism:** Maintain a high standard of conduct and leadership
- **Communication:** Effective interaction with staff and customers
- **Prioritizing Daily Tasks:** Managing customer flow and delegating duties
- **Certificates & Licenses:** TIPS Certification preferred

OVERALL RESPONSIBILITY

- **Customer Service:** Assist customers with questions or direct them to someone who can assist
- **Supervision:** Directly supervise cashiers, baggers and self-checkout attendants during HC shifts
- **Training:** Onboard and train cashiers on store systems and procedures
- **Sales & Operations:** Take gift basket orders (shipping/delivery/pickup)
- **Communication:** Answer telephones and delegate duties to staff

KEY JOB DUTIES (not exhaustive)

- Maintain regular and prompt attendance at worksite
- Process refunds and resolve customer complaints
- Uphold store and department policies; report misconduct to management
- Perform the duties of regularly scheduled cashiers as well as HC duties
- Assist the on-duty Head Cashier as needed, even when assigned to a regular register
- Provide thorough training to all cashiers regarding the POS system
- Handle customer and employee dishonesty confidently and properly
- Monitor POS and payment processor performance; promptly report issues to the General Manager
- Resolve daily scheduling conflicts (calling employees in or out)
- Coordinate breaks and get change for cashiers
- Oversee cashier performance to minimize transaction errors and ensure drawer accuracy
- Coordinate customer pick-up orders and oversee the store's lost and found
- Maintain logs for price discrepancies and other daily incidents
- Perform other duties as assigned