



Reber Ranch Inc.

Job Description

Job Title: Front End Representative (Cashier)
Department: Reber Ranch Retail
Reports to: Manager On Duty (MOD)

Prepared date: 10/19/16

BASIC FUNCTION:

The Front End Representative (Cashier) is responsible to provide excellent customer service and timely check out at our tills and help create a fantastic shopping experience for our patrons. This position is an important function in the business to provide the absolutely best customer service possible.

DUTIES AND RESPONSIBILITIES:

1. Arrive on time, clock-in for each scheduled shift (no earlier than 5 min prior to start time)
2. Arrive for your shift prepared in a clean well maintained company provided uniform with name badge prominently displayed
3. Arrive with a great attitude ready to serve our customers with a smile and willingness to help them find solutions
4. Upon starting a shift complete a visual walk around the store and warehouse to note new items, changes and product availability – then move on to assigned opening duties
5. Check the schedule board and clock-in area for new notices, updates, scheduled training sessions and meetings – THIS IS YOUR RESPONSIBILITY
6. Customer interaction
 - a. Warmly and sincerely greet our customers upon entering the store,
 - b. Customers inquiring location of a particular product – radio to have a CSR meet them at the section
 - c. Answer phones as needed with a warm and sincere “Thank you for calling Reber Ranch, this is XXXXX how may I assist you today”

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7. Till operations
 - a. Adhere to all company policies on procedures for handling our customer's transactions including – returns, coupons, Frequent buyer

Updated on 11/4/2016

- b. Insure procedures are properly handled for payment and validating consumers' ID
 - c. Move customer's through register lanes quickly and courteously
 - d. Maximize customer loyalty
 - e. Inquire if they are participating in our Reber Rewards (5-Star) loyalty program – if yes, thank them by name if not, give them the 15-second pitch to join
 - f. Offer carry out service – call for load outs
 - g. Thanks them for shopping at Reber Ranch today!
 - h. Build strong relationships and demonstrate an energetic presence
 - i. Insure tills are kept clean, dusted and wiped down daily
 - j. Insure area around tills is stocked, faced, and tagged
8. Be proactive
- a. If you note a potential hazard or problem, bring it to the manager on duty's attention
 - b. If you see something that can be cleaned, fixed or straightened – DO IT!
 - c. Be aware of potential theft – bring to MOD attention and follow company policy
9. Product Knowledge
- a. Participation in company/ vendor scheduled trainings are mandatory
 - b. Engage and ask questions of vendor reps, your fellow CSR's and managers to increase your knowledge
 - c. Read provided literature
 - d. Our customers rely on your expertise – help them and if you do not know the answer – go find it for them
10. Etiquette
- a. Yes, no, please & thank you!
 - b. Radio – be polite and professional – our customers can hear us
 - c. Be warm and friendly, without satisfied customers there is no us!
11. Complete assignments and tasks as assigned by management
12. Attends biweekly Rally's as held
13. Clocks out when shift is completed – overtime requires supervisor's permission
14. Attends store meetings as called by the SD or GM

This is not intended to be a complete list of all duties. Duties and responsibilities may change at any time.

KNOWLEDGE AND ABILITIES:

Knowledge of retail receiving and inventory procedures/ functions needed.

Customer service principles

Able to handle many tasks simultaneously and often under pressure.

EDUCATION and /or EXPERIENCE:

Min age requirement is 18

High school diploma or equivalent

Minimum of 2 years' experience in retail/ customer service

CERTIFICATES, LICENSES, REGISTRATIONS:

None Required

WORK CONDITIONS:

Environment:

Retail sales floor and warehouse.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person and by phone. Seeing and reading a variety of materials and computer screen.

Sitting, walking, standing, bending and lifting all required. Finger and hand dexterity.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, policies and procedures, and operating and maintenance instructions.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.