



<b>Job Title:</b>	<b>Cashier/Customer Service Representative</b>
<b>Job Role:</b>	The primary responsibility of this position is to deliver outstanding customer service to every customer and coworker you come in contact with.
<b>Job Duties:</b>	<p><b>The Cashier/Customer Service Representative will be responsible for:</b></p> <p><b>CUSTOMER SERVICE</b></p> <ul style="list-style-type: none"> <li>• Cheerfully respond to all customer request no matter how small. Be a creative problem solver. Ask if you can help take the customer to the product.</li> <li>• One-on-one interaction with every customer within 10 feet of you. Smile and greet every customer with genuine feeling.</li> <li>• Direct customers to appropriate areas of the store.</li> <li>• Every customer is thanked and sincerely invited back.</li> <li>• Personalize conversations with customers by learning names and buying habits.</li> <li>• Portray a friendly and approachable attitude when communicating with teammates.</li> <li>• Handle customer complaints with understanding and a sense of urgency; gets the manager or assistant manager involved promptly when resolution is not possible.</li> </ul> <p><b>CASHIERING AND CASH HANDLING</b></p> <ul style="list-style-type: none"> <li>• Operate the cash register when needed.</li> <li>• Report to work on a regular and timely basis as scheduled with name tag on.</li> <li>• Have a strong working knowledge of cash register and override functions.</li> <li>• Operate the cash register to document merchandise sales.</li> <li>• Maintain cleanliness of the area surrounding the cash register and receiving area.</li> <li>• Answer and process phone calls, as needed, if not answered after 3 rings.</li> <li>• Follow established procedures for customer sales and ensure register balances daily.</li> <li>• Process donations at the back of store, load and unload items for customers.</li> </ul> <p><b>JOB DESCRIPTION</b></p> <ul style="list-style-type: none"> <li>• Portray a positive attitude towards the company and customer service initiatives.</li> <li>• Perform job duties in a conscientious and safe manner.</li> <li>• Work with manager on a daily task as needed for completion. Help clean new merchandise and price if necessary.</li> <li>• Maintain cleanliness around the register to include straightening, dusting, sweeping and vacuuming.</li> <li>• Daily cleaning of restrooms to include empty trash, mopping floors and cleaning toilets.</li> </ul>
<b>Reports to:</b>	Habitat Store Assistant Manager
<b>Schedule:</b>	This is a part-time non-exempt position; typically, 24 hours a week. The Habitat Store is located at 1633 G Street, Lewiston, ID.