

JOB DESCRIPTION: Cashier

The Cashier is responsible for customer assistance and financial transactions. These duties include but are not limited to ensuring customer satisfaction and ensuring the sales floor is presented effectively.

- Provide customer service to customers.
 - Welcome and greet customers as they enter the store.
 - Help create a positive and welcoming environment for the customers.
 - Answer customer questions and concerns.
 - Relay current promotions and sales to customers.
 - Upsell and cross-sell to customers' needs.
 - Direct customers to dressing rooms.
 - Explain the Frequent Shoppers Card and Highland's Card benefits, email notifications to encourage customer participation.
 - Ensure the customers are aware of the Shop's mission and connection to NCJW.
- Responsible for the operations of the cash register area.
 - Check the Shop's phone messages upon arrival (9:30am)
 - Maintain the music for the store, and ensure appropriate music is played.
 - Answer the phone throughout the day.
 - Make the store announcements as needed (refer to the announcement scripts).
 - Keep the cash register area clean and organized.
 - Switch out full hanger racks.
 - Clean the glass cases as needed with glass cleaner.
 - Maintain the cash register with appropriate money and denominations.
 - Give customers the Mall restroom key as needed.
 - Assist customers with jewelry and other "case" items.
 - Check out/process customer's items in a friendly and efficient manner.
 - Ensure customer is felt welcome and thanked for their purchases.
 - Ensure the monetary procedures are accurate.
 - Bag purchases, including collectibles that may require wrapping in newspaper, etc.
 - Ensure items are folded nicely.
- Report anything unusual or any major incidents to management (for example, suspicious behavior, sleepers in the furniture area, water leaks, damages, etc. on the floor.)
- Prevent theft and detour shoplifters with phrases such as:
 - May I help you find something?
 - We have a dressing room if you'd like to try that on.
 - Do you plan to wear that many layers?
 - Let me help you with that pile of clothes, I will take them to the register to make your shopping easier.
 - Let me put your backpack behind the register, it will be easier to shop.
- Maintain the sales floor surrounding the cash register area so it looks presentable and clean.
 - Remove empty hangers from merchandise racks.

- Hang items that may have fallen from their hangers.
- Straighten merchandise.
 - Button/zip items.
 - Ensure items are hung/presented properly on their hangers.
 - Keep collectibles and accessories neat and inviting looking.
- Remove trash from floor as needed.
- Assist team members as needed for a positive work environment and to meet Shop goals and objectives.
- Responsible for general needs such as:
 - Monitor dressing rooms/ clear out and re-hang unwanted clothing.
 - Sweep out dressing rooms every other week.
 - Pricing next season items.
 - Dressing mannequins.
- Reports directly to the Shop Manager and Assistant Shop Manager.