

## **Cashier**

### **UF4064**

#### **Job Overview:**

The Cashier works primarily in the retail operation, handling cash and credit transactions from Sodexo customers. Their main function is to accurately operate the cash register/POS and complete the transactions. Provides support to the retail operation, including setup, maintaining supplies and products, and assisting in cleanup and closing down. This position exists in various locations. The general responsibilities of the position include those listed below; however, Sodexo may identify additional responsibilities. These responsibilities may differ among accounts, depending on business necessities and client requirements.

#### **General Responsibilities:**

- Operates a cash register (or equivalent), receives payments of cash, checks, and charges from customers or employees for goods or services, making change and issuing receipts or tickets to customers.
- Acknowledge each guest who enters service areas positively and professionally.
- Responsible for accurate ringing of proper PLU for sale items and/or accurate barcode scan.
- Attend pre-shift or pre-event check-in meetings and follow instructions from the management team.
- Provides the highest quality of service to customers at all times.
- Maintains proper security of cash at all times.
- Understands and follows Sodexo cash-handling policies and procedures.
- May also be required to prepare for service before opening, including wiping tables, vacuuming the floor, cleaning chairs, and ensuring the acceptable appearance of the service area.
- May set up and stock the beverage area, grab and go items, service ware, and condiments or other assigned areas.
- Knowledgeable of products and assists customers with questions.
- Continuously observe surroundings and monitor guests to ensure they are properly attended to.
- Make proactive suggestions for improving the customer experience at all points of sale.
- If the location serves alcohol, follow all state and local guidelines for responsible alcoholic beverage service, including verifying identification and age requirements for the consumption of alcohol.
- Follow all guidelines for collecting payment, including credit card transactions, and proper cash handling.
- Verify bill authenticity.
- Continuously verify register drawer and maintain proper balances at all times.

- Attends all allergy and foodborne illness in-service training.
- Complies with all Sodexo HACCP policies and procedures.
- Reports all accidents and injuries in a timely manner.
- Complies with all company safety and risk management policies and procedures.
- Participates in regular safety meetings, safety training, and hazard assessments.
- Attends training programs (classroom and virtual) as designated.
- May assist in locating, reconciling, and verifying the accuracy of transactions and operating peripheral equipment that records and supports non-cash transactions.
- May perform other duties and responsibilities as assigned.

**Job Qualifications:**

**Experience/Knowledge:**

- High School diploma, GED, or equivalent experience.
- 0 to 1 year related experience.
- If alcohol is served at the location, must be at or over the minimum age to serve alcohol, based on local city and state regulations.

**Skills/Aptitude:**

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Ability to use a computer.
- Ability to provide clear directions and respond to employees.
- Basic math skills, including the ability to calculate numbers, correct entries, count, and reconcile cash drawers/banks, and post to records.
- Ability to work independently as well as part of a team.
- Technology aptitude for working with POS and digital register.

**License/Qualifications**

**Certifications:**

- Depending on the location, may require a valid TIPS (Training for Intervention Procedures), TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and must comply with all state-specific alcohol training requirements.

**General Qualifications:**

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule as business needs require.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

**Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may exceed 8 hours.
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 50 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Generally, in an indoor setting; however, may participate in outside activities and events.
- Varying schedule to include evenings, holidays, weekends and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

**Unit Description:** Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_