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Head Cashier

Posted by **Shoppers Drug Mart**

Job Details

Posting Date: 06-Oct-2024

Closing Date: 04-Apr-2025

Location: Newmarket

Salary: \$22-24 Per Hour

Job Requirements

Education: College diploma or equivalent

Language: English

Years of Experience: 1 year

Vacancy: 1

Job Type: Full Time

Job ID: YJ1374315

Job Description

LOCATION: 16639 Yonge Street, Newmarket, Ontario, L3X 1V6

SUMMARY:

The Head Cashier manages the resources (human, physical, financial) of the Cash Department. The Head Cashier interfaces with other store departments to ensure achievement of store objectives and excels in customer service.

DUTIES & RESPONSIBILITIES:

Leads by example and ensures that cashier staff demonstrate our CORE Values

Ensures cashiers complies with all Store Standards

Schedules cashier staff hours, days off and vacations within established guidelines

Trains employees in job functions and provides on-going coaching and instructions

Assists with completing performance reviews of cashier staff in conjunction with the FSM

CUSTOMER SERVICE:

Ensures exceptional customer service is provided beyond expectation

Ensures employees present proper image to the public in accordance with Uniform Policy

Ensures cashiers ask for PC Optimum Card during each transaction

Promotes all company initiatives of PC Optimum, fundraising with customers and employees

Is responsible for cash focused promotions/offers

Ensures all cashiers are aware of weekly promotions and scanning code of practice

Ensures lottery trays are to standard, locked, follow legislative lottery policy

FINANCIAL:

Performs clerical/banking duties

Assists with all coin orders, resolves all discrepancies with cash and coin orders

Maintains cash office / safe following Store Standards

Prints transaction exception report weekly identifying variances

Prints cash over/ short weekly; identifies and investigates variances

Knowledge of charge accounts as applicable

LOSS PREVENTION:

Ensures all loss prevention systems and procedures are performed according to Standards

Ensures procedures regarding parcel checks are adhered to

QUALIFICATIONS:

Planning, Judgement and Decision Making

Independent thinking and decision making when dealing with issues related to customer's requests

Judgment & decisions would be made based on ability to ask the right questions leading to the appropriate solutions

This position requires the ability to act upon tasks and goals outlined by management

EXPERIENCE:

Supervisory and labour management experience

Experience with retail/grocery and cash handling

Superior interpersonal skills

Efficient time management ability

Financial analysis ability

Strong verbal and written communication skills

Effective organization and planning skills

Commitment to providing exceptional customer service

WORKING CONDITIONS:

Ability to work flexible shifts which may include nights and weekends

WORK HOURS:

35 to 40 hours a week

SALARY:

\$22.00 TO \$24.00 per hour

BENEFITS:

Staff discount on merchandise