

LONDON DRUGS - JOB DESCRIPTION

JOB TITLE: SALES SERVICE (Cashier)

DATE: September 2012

SUMMARY:

This position will provide sales assistance and the highest level of customer service to ensure all customers receive a superior shopping experience. Individuals will be familiar with all point of sale procedures and policies relating to the front end in order to provide competent and efficient service to the customers. They will demonstrate a friendly and professional attitude at all times to provide the best possible service.

REPORTS TO: Reports to the Store Manager and/or the management team.

SKILLS & ABILITIES:

- Enthusiastic self-starter who drives sales.
- Ability to work quickly and accurately under pressure and with little supervision.
- Good cash handling abilities.
- Strong selling and customer service skills.
- Professional image, reflecting positively on the company.
- Excellent communication skills within a team environment.
- Demonstrate good interpersonal skills when dealing with customers, staff & management.
- Highly organized, able to multitask effectively, as well as stay calm under changing priorities and pressure situations.

ATTITUDE & CHARACTERISTICS:

- A positive and proactive attitude.
- Takes initiative to solve problems.
- Demonstrates a high level of integrity.
- Willingness to learn and grow.
- High level of energy and enthusiasm.
- Demonstrates a mature, positive and professional attitude.

EDUCATION & EXPERIENCE:

- Knowledgeable and efficient in cash register operations, scanning and bagging techniques.
- Have a good knowledge of store layout.
- Must have good understanding of relevant technology used for the business.

DUTIES, RESPONSIBILITIES, & TASKS:

- Demonstrate accurate use of forms, coupons and special offers.
- Provide prompt, efficient and friendly customer service.
- Assist in maintaining the integrity of the scanning system.
- Maintain check out in clean, orderly condition.
- Maintain cash drawer with adequate change.
- Maintain low level of cash (no large bills).
- Use of proper telephone manners and paging system.
- Maintain check out stocked with all supplies required.
- Be familiar with all sales and sale items, understand shelf labels and signage.
- Follow the employee discount policy.
- Use proper cash handling procedures (as per policy).

- Be familiar and follow proper charge and debit card handling procedures.
- Be familiar with and report lost or stolen credit cards.
- Read and keep informed on all cashier memos and bulletins.
- At all times follow proper sign on/off procedures.
- Start and finish all shifts and breaks on time.
- Understand our mission statement.
- Have the ability to replenish merchandise on shelves by physically moving merchandise from stock area to sales floor.
- Be aware of daily cashier call order.
- Be familiar with all calls, 66, 33, code red.

CUSTOMER SERVICE & SALES:

- Understand and maintain the “Superior Shopping Experience” concept.
- Provide prompt, friendly and efficient customer service.
- Develop rapport with customers to ensure their questions and needs are satisfied.
- Set daily goals with regard to sales, attachments and tasks. Follow-up regularly with management and other team members to share successes and challenges.
- Generate sales using effective selling techniques, suggesting accessories, “add-ons”, extended service plans, as well as effective merchandising to create extra sales opportunities.
- Ensure all customer service issues are referred to management in a timely basis within company guidelines.
- Be aware of the London Drugs product return, customer satisfaction, coupon redemption recycling and competitive pricing policies.
- Ensure any customer problems are handled quickly and in an equitable fashion.

LOSS PREVENTION:

- Be aware of and comply with Loss Prevention policies and procedure specified for the department. Immediately report any discrepancies to the appropriate management person or Loss Prevention.
- Understand and follow company policies relative to staff purchases.

HEALTH & SAFETY:

- Be aware of and promote safety standards to ensure both employee and customer Health and Safety.
- Create and maintain a safe, fair, and harassment free environment for all employees.

PHYSICAL DEMANDS:

- Will be required to spend long periods of time standing.
- Will be required to move products, of various size and weight, on a frequent and efficient basis.
- Will be required to bend frequently.
- Will be required to wear walkie talkie headset.

WORKING CONDITIONS:

- Will be required to work independently.
- Will be required to work indoors with overhead florescent lighting.

GENERAL REQUIREMENTS:

- Understand and adhere to Company policy regarding the usage of Internet access and email usage, where applicable.
- Understand and operate within the guidelines set out in the corporate privacy policy and other corporate communication relating to privacy issues.
- Keep up to date and comply with all Company policies and procedures.