



JOB DESCRIPTION - CASHIER

Job Title: Cashier

Department: Sales and Customer Service

Reports To: Store Manager

Job Overview

At Trendie, the Cashier plays a crucial role as the primary point of contact during the final stage of the customer's shopping experience. This role requires an individual who excels in processing transactions swiftly and accurately, while delivering outstanding customer service. The Cashier ensures a positive and seamless interaction for every customer, contributing directly to customer satisfaction and overall store success.

Key Responsibilities

- **Process Transactions:** Efficiently handle cash, credit, and debit card transactions with precision, ensuring accuracy in all monetary exchanges.
- **Customer Engagement:** Provide customers with receipts, correct change, and offer clear information on store promotions, policies, and services. Assist with general enquiries regarding products.
- **Assist with Purchases:** Handle bagging of purchases, ensuring all items are managed with care and consideration.
- **Checkout Area Maintenance:** Maintain a clean, organised, and well-stocked checkout area to ensure a smooth transaction process.
- **Register Balancing:** Accurately reconcile the cash register at the end of each shift, ensuring all transactions are accounted for and discrepancies promptly reported.
- **Issue Reporting:** Identify and report any issues with the point-of-sale system or discrepancies in transactions to the Store Manager in a timely manner.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

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Qualifications and Experience

- **Education:** Completion of a secondary school certificate (Year 12) or equivalent qualification.
- **Experience:** Previous experience as a cashier or within the retail sector is desirable, though not essential.
- **Skills:** Competency in basic arithmetic and familiarity with cash handling procedures and point-of-sale systems.
- **Work Environment:** Capacity to thrive in a fast-paced retail environment and handle customer-facing responsibilities.

Skills and Competencies

- **Customer Service:** Demonstrate excellent communication and interpersonal skills, ensuring a warm, professional, and helpful attitude toward customers.
- **Attention to Detail:** Maintain high accuracy in transaction handling, ensuring all payments, change, and receipts are correctly processed.
- **Professionalism Under Pressure:** Manage challenging situations, such as long queues or difficult customers, with patience and professionalism.
- **Teamwork:** Work collaboratively with colleagues to maintain store standards and support broader team goals.

Working Conditions

- **Physical Demands:** The role requires standing for extended periods and the ability to handle cash, operate point-of-sale equipment, and occasionally lift and move heavy items.
- **Schedule Flexibility:** Must be available for varying shifts, which may include evenings, weekends, and public holidays.



Trendie

Key Performance Indicators (KPIs)

- **Transaction Accuracy:** Speed and accuracy in processing transactions, ensuring minimal errors.
- **Customer Satisfaction:** High customer satisfaction ratings, particularly regarding checkout experiences.
- **Register Reconciliation:** Accurate balancing of the cash register at the end of each shift, with minimal discrepancies.
- **Adherence to Policies:** Consistent compliance with company procedures and policies.
- **Customer Interaction:** Proactive resolution of customer queries and issues in a timely and effective manner.

Company Culture and Values

Trendie is committed to fostering a work environment that prioritises customer satisfaction, efficiency, and teamwork. As a Cashier, you embody the company's values of integrity, respect, and customer care, ensuring that every customer leaves with a positive impression of our brand.

Career Progression Opportunities

Starting in the Cashier role at Trendie can lead to various career development opportunities within the organisation, including promotions to positions such as Senior Cashier, Head Cashier, or Assistant Store Manager, based on performance and dedication.

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