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## Head Cashier

**Posted by:** Shoppers Drug Mart

**Posting date:** 06-Oct-2024      **Closing date:** 04-Apr-2025

**Education:** College diploma or equivalent

**Language:** English

**Job location:** Newmarket

**Salary:** \$22-24 Per Hour

**Years of Experience:** 1 year

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ2483311

## 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