

## **VOLUNTEER CASHIER JOB DESCRIPTION**

Cashiers are an important part of the work of the thrift shop. They work directly with the many diverse people who live in the West End community, and it is their job to create a friendly and helpful atmosphere, to ensure that sales are processed properly, and to keep the store clean and well-organized. By volunteering their time as cashiers, they help the store to keep its prices as low as possible, which helps the Thrift Shop fulfill its goal of providing the people in our community with access to the things that they need at prices that they can afford.

### **Duties and Responsibilities:**

- Record sales in the cash register. Accept money for purchases and give accurate change.
- Provide friendly and courteous customer service, being attentive to customers always.
- Greet customers, answer customer questions, answer phone and take messages
- Keep the store tidy and organized, including organizing racks and shelves, arranging displays, and dusting or vacuuming as needed.
- Put newly priced donations in the proper places in the store.
- Promote sales.
- Keep volunteer kitchen and bathroom clean and tidy.

### **Qualifications:**

- Must be able to fulfill minimum time commitment (see below).
- Reliability in coming for scheduled shifts, and punctuality. This is essential, as the store cannot open unless there are two cashiers in attendance.
- Excited about working in the inner-city.
- Excited about working with people who are from diverse backgrounds and circumstances.
- Basic math skills and the ability to keep track of cash during a sale. (Cash register training is provided.)
- A friendly and helpful attitude.
- Able to work well both independently and as part of a team. Able to accept supervision and direction.
- The ability to provide customer service in English.
- The ability to multitask, maintain a calm demeanor, and work accurately in a busy environment.

### **Accountability:**

- To Thrift Shop Coordinator.
- To other staff in the Coordinator's absence.
- New volunteers may be supervised by long-term volunteers.

### **Benefits:**

- Opportunity to assist Thrive to fulfill its mission to our clients.
- Gain retail skills in customer service and cash register experience.
- Opportunity to work with volunteers and customers who are from a wide variety of backgrounds and circumstances.
- Experience working in the inner-city.
- After completion of initial time commitment, a reference letter upon request.
- Annual volunteer appreciation dinner.