Cashier/Returns Associate Job Description

Position Purpose
Plays a critical customer service role by providing customers with fast, friendly, accurate and safe service. Contacts the Head Cashier or other member of management if customer needs are not met. Monitors and maintains Self Checkout area and/or processes return transactions, as assigned. Proactively seeks product/project knowledge to provide customers with information and identify selling opportunities. Follows all policies and procedures to ensure that shrink is minimized. Each associate has the responsibility of providing a safe working and shopping environment by following all safety policies & standards, completing specified safety training, immediately correcting hazards & unsafe conditions or reporting conditions to the Manager On Duty, and working safely as not to endanger themselves, co-workers, vendors, or customers.

Key Accountabilities

ENSURES CUSTOMER SATISFACTION

Provides customers with fast service
- Follow the standard checkout process to ensure fast checkout
- Remove small items from the customer’s cart
- Invite customers into your lane and meet customers in the aisle when available
- Learn to recognize that a line is anything more than one customer checking out and two more waiting
- Notify the Head Cashier whenever lines form

Provide customers with friendly service
- Offer a friendly greeting, smile and make eye contact with customers
- Let customers know you will assist them shortly if helping another customer
- Thank each customer by saying, "Thank You for Shopping The Home Depot."
- Assess the customer’s need for loading assistance, taking into consideration the merchandise being purchased as well as other environmental factors
- Give customers your full attention throughout the transaction

Process all transactions
- Follow the standard checkout process to ensure accuracy and to prevent shrink
- If assigned to Self Checkout, actively monitor notification messages at the Cashier Station and assess the situation prior to over riding
- Follow SOP regarding cash handling procedures, including Self Checkout
- Monitor all entrances and exits, request proof of payment when necessary
- Understand and comply with Sensormatic Log requirements and the proper approach method
SAFETY RESPONSIBILITIES

Follows all Safety Policies & Standards

- Adhere to major & minor work rule policies regarding safety detailed in the “Code of Conduct”
- Utilize Department Specific Safety Apron Cards to help ensure a safe environment
- Report any incident/accident to the Manager on Duty

Inspects Department Frequently for Unsafe Conditions & Behaviors

- Ensure that department aisles and walking surfaces are safe
- Review displays and overheads for safe display/storage of merchandise
- Verify that merchandise safety restraints are in place
- Immediately correct unsafe conditions or notify Manager on Duty

Works Safely

- Complete specified safety training courses
- Use proper PPE (Personal Protective Equipment) and safe lifting techniques
- Work safely and report Associates who are acting in an unsafe manner
- Offer assistance to customers who are shopping in an unsafe manner actions
- (e.g., ask the customers not to climb ladders for merchandise – allow an associate to retrieve the merchandise for them)
- Use only approved safety knives
- Keep work area free from clutter to avoid injury to associates and customers
- Understand and follow Hazardous Materials guidelines as described in SOP
- Know the location and use of the Spill Kit

BUILDS SKILLS AND KNOWLEDGE

Builds Personal skills and knowledge

- Proactively seek knowledge on products and services
- Maintain current knowledge of all policies and procedures affecting the Front End
- Determine your short and long term goals, and work with the FES and HRM to develop a SMART (Specific, Measurable, Attainable, Realistic, Timely) game plan

MAINTAINS SECURITY AND INTEGRITY

Follows all other policies and procedures

- Verify the register till at opening, signing Void Sheet and Till Log
- Ensure registers are not left unattended without logging off the register, turning off the register light and securing the register lane
- Watch for items that need to be deactivated (e.g., high priced items)
- Pay close attention to security scale messages at Cashier Station and audio messages at lanes
- Communicate with vault personnel when using the tube system
- Verify register and completing the appropriate paperwork at closing
- Monitor store entrance and exit doors and informing management when there is a problem
- Understand security pages and procedures such as "Code Adam"
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Skill and Competency Profile

CUSTOMER SERVICE STANDARDS

1. Quality Service – Makes customers the first priority, actively seeks out customers, greets all customers, offers assistance
2. Product Knowledge – Demonstrates a high level of knowledge of products, services and procedures in assigned area and nearby departments, knows priority SKUs
3. Solutions - Seeks to fully understand the customers’ needs, provides customer with the best solution even if it involves a markdown, contacts other associates/leaders as needed; until customer’s need is met
4. Respect – Treats customers in a sincere, appreciative manner and thanks them for their business, minimizes their time in the checkout line, acknowledges waiting customers and thanks for shopping with The Home Depot
5. Project Focus – Asks customers about their project and provides appropriate related items and services for total project, sells the whole project
6. Selling Skills - Promotes products and services using Greet-Qualify-Recommend-Close, resolves customers’ concerns; executes “Good, Better, Best” strategy

STORE STANDARDS

7. Clean and Uncluttered - Maintains a clean and uncluttered store environment, ensures that department/area and aisles are clear, product is easily accessible to customers; consistently removes trash and distressed items
8. In Stock – Fully packed down and in stock at all times; labeled and striped properly
9. Signage – Aisles and products, specials etc. are all clearly and attractively signed; adhere to sign standards and governance
10. Safety Compliance – Follows safety policies and procedures, identifies and corrects safety hazards, reports violations, and encourages others to work safely; stay current on licenses and HHM standards

PROFESSIONAL STANDARDS

11. Professionalism - Acts with integrity, maintains professional appearance, shows courtesy, has a positive, enthusiastic approach to work and takes pride in their work
12. Working Relationships - Works effectively with others, resolves conflict, listens well, and shares knowledge with others
13. Personal Development – Takes an active role in growing skills, abilities, and product knowledge, and seeks further understanding of all aspects of the business
14. Openness – Treats all associates with respect, is considerate of others’ viewpoints, and accepts change
15. Time Management – Follows company policy regarding work schedules, arrives on time, makes good use of time while at work, completes tasks and assignments in a timely manner; seeks additional projects in down time

OTHER: List other skill required of this Associate

POSITION SPECIFIC SKILLS

- Cashier Skills: Demonstrates ability to quickly and accurately process transactions. Processes transactions efficiently (Seconds Per Transaction), minimizes voids/clearance actions, minimizes quantity key usage, and maximizes scanner usage
- Return/Exchange Skills: Demonstrates ability to efficiently and accurately process returns and exchange transaction
- Self Checkout Skills: Demonstrates knowledge of all Self Checkout procedures. Coaches customers on the use of Self Checkout and assists customers
- Cash handling Skills: Demonstrates knowledge of cash handling policies and procedures
- Customer Recovery Skills: Handles dissatisfied customers or customer complaints effectively, defuses negative situations as appropriate; show diplomacy; guides toward positive resolution; conveys a sense of competence and effectiveness to customer. Escalates the issue to manager when appropriate.
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Physical Job Requirements

- Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items
  - Requires the ability to move around the store and maneuver merchandise when necessary
- Responding to public address system announcements
  - Requires listening for customer service calls, personal pages and general information announcements
- Walking and Standing
  - Requires moving around the store to assist Customers
- Identifying and reading reports, tickets and UPC labels
  - Requires recognizing, identifying and using merchandise and necessary reports

Environmental Job Requirements

- Due to forklifts and other heavy equipment traveling through the store, temporary cracks may appear in the floor, causing an uneven walking surface
- The warehouse environment can be dusty and noisy
- Doors are frequently open, causing drafts and interior temperature changes
- Floors around work area may become slippery during wet weather conditions
- May have to handle merchandise and work with tools with sharp edges
- Passing forklifts emit gas fumes
- Tools, supplies and related merchandise may contain hazardous materials
- May have to occasionally work outdoors where temperatures and climate can fluctuate

Minimum Qualifications

- 18 years or older
- Pass the Drug Test
- Be able to work a flexible schedule
- Successfully pass the validated selection test

*Management has the right to add or change these duties of the position at any time.*