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[COMPANY NAME] JOB DESCRIPTION

Position:

Cashiers

Job Description:

Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.

Job Tasks:

- Answer customers' questions, and provide information on procedures or policies.
- Bag, box, wrap, or gift-wrap merchandise, and prepare packages for shipment.
- Compute and record totals of transactions.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Issue receipts, refunds, credits, or change due to customers.
- Issue trading stamps, and redeem food stamps and coupons.
- Maintain clean and orderly checkout areas.
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
- Offer customers carry-out service at the completion of transactions.
- Process merchandise returns and exchanges.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Request information or assistance using paging systems.
- Resolve customer complaints.
- Sort, count, and wrap currency and coins.
- Weigh items sold by weight in order to determine prices.
- Accept reservations or requests for take-out orders.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Cash checks for customers.
- Compile and maintain non-monetary reports and records.

- Keep periodic balance sheets of amounts and numbers of transactions.
- Post charges against guests' or patients' accounts.
- Sell tickets and other items to customers.
- Stock shelves, and mark prices on shelves and items.
- Pay company bills by cash, vouchers, or checks.

Required Knowledge:

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Mathematics** -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Clerical** -- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Required Skills:

- **Mathematics** -- Using mathematics to solve problems.
- **Service Orientation** -- Actively looking for ways to help people.
- **Speaking** -- Talking to others to convey information effectively.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Abilities Required:

- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.
- **Near Vision** -- The ability to see details at close range (within a few feet of the observer).
- **Speech Clarity** -- The ability to speak clearly so others can understand you.

- **Finger Dexterity** -- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Wrist-Finger Speed** -- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- **Information Ordering** -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Manual Dexterity** -- The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- **Memorization** -- The ability to remember information such as words, numbers, pictures, and procedures.

Job Activities:

- **Controlling Machines and Processes** -- Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Handling and Moving Objects** -- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- **Establishing and Maintaining Interpersonal Relationships** -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Performing Administrative Activities** -- Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- **Identifying Objects, Actions, and Events** -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

- **Updating and Using Relevant Knowledge** -- Keeping up-to-date technically and applying new knowledge to your job.
- **Monitor Processes, Materials, or Surroundings** -- Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

I _____ acknowledge that I have read and understood this job description for the position of Cashiers.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____