Job Description: Cashier

Who We Are
Hassett Hardware is more than just a hardware store. We affect social and environmental change by the way we treat our employees, our customers, and by the way we do business - we are Green Business Certified at two of our locations. We live by our Mission: To provide the best service and product selections for the communities we serve by empowering our family of associates to always make it right; for every customer, every time. We also live by our Core Values: Integrity. Customer Awareness. Team Leadership. Innovative Thinking. Communication Skills. Respect for Others. Results Driven. Judgment, Maturity and Accountability.

Position Summary
The primary responsibilities of the Cashier position are to maintain helpful customer service, uphold our Mission and Core Values, process sales quickly, accurately, and efficiently; understand and support current sales by engaging the customer, and perform cash register operations. Cashiers are our first and last contact with our customers, and as such are responsible for being polite, friendly, and upholding our customer-first philosophy.

Major Responsibilities
- Ensure each customer receives outstanding service by following the S.A.L.E.S process and mystery shop standards.
- Greet customers as they enter the store.
- Answer phone calls.
- Tactfully and pleasantly deal with customers.
- Understand and support all promotions and advertisements by verbally engaging the customer in the offer.
- Accurately and efficiently ring on registers and maintain all cash at registers.
- Maintain orderly appearance of register area and supplies stocked.
- Perform other tasks as assigned from time to time by store management.
- Solicit customers to open an Ace Rewards card.
- Issuing receipts, refunds, credits or change due to customers.

Minimum Requirements
- Experience in a retail environment either in cashier, sales, or back office.
- A commitment to service, excellence and customer satisfaction.
- Skills/Knowledge: Ability to process information and/or merchandise through register system.
- Ability to communicate with associates and customers.
- Solid team player with excellent interpersonal skills and a strong willingness to learn.
- Knowledge of retail computer systems, electronic cash registers, MS Word, and Excel a plus.
- Exceptional organizational ability, high attention to detail, and ability to multi-task.
- Ability and willingness to work flexible hours including evenings, weekends and holidays.

Physical Requirements
- Ability to stand for an extended period of time.
- Move and handle boxes of merchandise and fixtures throughout the store, which entails lifting.

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