



ESBENSHADE'S GREENHOUSES, INC.

JOB DESCRIPTION

Title: Lead Cashier

Department: Customer Service

Reports to: Head Cashier / Customer Service Manager

Classification: Permanent part to full time

DESCRIPTION:

The Lead Cashier will be responsible for overseeing all aspects of the Front End (all customer service and register areas) when the Customer Service Manager is not present. This would include directing the duties and tasks of other cashiers, handling returns and exchanges, answering and directing incoming phone calls to the correct departments and assisting all cashiers and managers with necessary tasks to keep the customer service and checkout processes running smoothly. All cashiers are expected to offer our customers a polite, prompt, energetic, enthusiastic and courteous service with a smile. Cashiers are expected to act with sense of urgency towards our customers, whose time is valuable to them. The help they receive from our staff should be nothing less than immediate – nothing short of excellent. They are expected to have the ability to be patient when confronted with a challenge, and to continually seek out knowledge of all plants and products.

DUTIES AND RESPONSIBILITIES:

1. Ability to learn and train others on all aspects of our POS system and processes.
2. Have a working knowledge of our phone system.
3. Comfort in training and leading new and existing employees.
4. Ability to perform mathematical calculations and take responsibility for cash shortages or overages.
5. Keep customer service and register areas clean, neat and organized.
6. Knowledge of weekly sales items and posting on public boards and cashier books.
7. Knowledge of and ability to train others on our Customer Loyalty Card Program.
8. Willingness to do duties assigned by your supervisor or management personnel.
9. Must be adaptable to changing priorities and varied responsibilities such as cleaning, bringing in carts, pricing items for other departments, etc.
10. Provide excellent customer service to customers, employees and management.
11. Ensure good communication with customers, employees and management.
12. Must be tolerant, tactful, cheerful, sincere, polite, honest, encouraging and accommodating.
13. It is mandatory that all employees obey safety rules and to exercise caution in all their activities.

EDUCATION & EXPERIENCE:

- Previous customer service and register knowledge a plus.
- Experience with basic computer programs including Word, Excel and Outlook.
- Basic plant knowledge is very helpful, but not required.

TIME REQUIREMENTS:

- Year round, part to full time hours dependent on the season.
- Willingness to work an average of two to three evenings per week in spring busy season. Most Saturday's are required during the spring busy season and an average of every other one the remainder of the year.
- Some Holidays and the week of our parking lot sale are required (Easter weekend, Mother's Day weekend, Black Friday).

PHYSICAL REQUIREMENTS:

- Must be able to lift heavy objects. (Up to 25 lbs. pounds).
- Must be able to stand for long periods. (8 to 10 hours).
- Must be able to work in the following environments; dust, heat, coolness and high humidity.