



Cashier/Sales

Job Description

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POSITION SUMMARY:

The Cashier will greet guests at point of sale, handle cash and credit card transactions, process returns and exchanges, promoting company's status program and gift cards. Cashiers also play a key role in helping to fill in and maintain the sales floor for ease of customer shopping ensuring that merchandise presentation, and guest service standards are met. Cashiers will provide each guest with an amazing shopping experience by: processing purchases accurately and quickly, consistently performing the Company's Service Standards and inviting the customer to come back and shop with us again. Cashiers will be expected to live the company's higher purpose of *Delivering Value to Live Better* and exhibit the company's core values in all that they say and do.

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DUTIES AND RESPONSIBILITIES:

- Exceed guests' expectation by actively listening to their needs in order to provide amazing service in a timely manner at the point of sale.
- Maintains a clean point of sale area and assist with sorting merchandise, when not serving a guest.
- Has a high awareness regarding the length of purchase lines and immediately notifies the Register Complex Supervisor of a need to open additional registers.
- Sorts hangers and hard tags after each purchase.
- Maintains a high level of Asset Protection awareness regarding all areas of risk.
- Follows Company Service Standards with every guest.
- Consistently makes additional merchandise suggestions in order to maximize every sales opportunity.

- Informs each guest of current offers, programs and events.

Requirements

KNOWLEDGE AND SKILLS:

- Maintains a high level of engagement with guests and consistently follows the AMAZE standards
- Meets productivity goals, achieves C21 credit card and gift card goals.
- Consistently ensures sensormatics are removed and/or deactivated.
- Accurately process sales to ensure no overages/shortages.

- Commitment to exemplifying the Century 21 Core Values

CORE VALUES:

Consistently demonstrate a commitment to C21's Core Values and Higher Purpose: Delivering Value to Live Better.

- **Respect:** Speak and listen generously, leave people feeling heard, respected and honored.
- **Communicate:** Share, discuss and listen openly.
- **Teamwork:** Take care of each other and give back.
- **Honesty:** Act with integrity, do the right thing.
- **Grow:** Grow and drive change.
- **Positivity:** Be positive, passionate and have fun. Celebrate enthusiasm and effort while rewarding success.
- **Amaze:** Deliver amazing experiences to each other, our community and our guests. Go above and beyond what is expected.