



Randall's Farm & Greenhouse

631 Center Street
Ludlow, MA 01056

Job Description: Customer Service/Cashier

Reports to: Retail Store Manager

Responsible For cashiering responsibilities, supervising cashiers, and handling returns or exchanges. Performs related duties as assigned including assisting other departments.

Daily Tasks Include:

- Handles all incoming calls, transfers them to the appropriate departments. Take and process customer orders.
- Call to confirm deliveries night before scheduled.
- Accurately accept and process payments including cash, personal checks, credit/debit cards, EBT, coupons, and gift certificates.
- Correctly operate cash register, credit card machine, scale, calculator, and lottery machine.
- Communicate training information to cashiers
- Accept lawful responsibility for the sale of alcohol, and lottery transactions.
- Check-in, price, and stock merchandise.
- Communicate customer and employee concerns to management.
- Monitors restrooms and store for cleanliness.
- Support cashiers in managing cash levels, i.e. "sweeps", change, etc.
- Merchandise newspapers and return unsold papers for credit.
- Maintain schedule coverage in conjunction with management.
- Communicate customer needs to other departments (carry outs, wholesale orders, carriage pickup, etc.)
- Orchestrate breaks and cashier shift changes.
- Maintain a clean and neat work area.
- Maintains lottery and stamp inventories.
- Assists customers in product choice and availability. Maintains product knowledge.
- Call for emergency services during an accident or incident.
- Log refrigeration/freezer temperatures and notify appropriate personnel of temperature deviations.
- Maintains proper dress and adheres to company policies.

Minimum Education: High School equivalency.

Age Requirement: Must be minimum 18 years old.

Minimum Experience: On the job training. Minimum six months Randall's Farm cashier experience.

Skills: Must be able to follow oral and written instructions and established procedures.

Physical Requirements: Prolonged standing/walking required. Moderate physical effort: (lift/carry frequent up to 40#.) Subject to seasonal and refrigerated temperature extremes.