Job Description: **Customer Service / Head Cashier**

Reports to: Operations Manager

Position Purpose: Serve as a leader, trainer and mentor to cash team. Ensure an efficient and pleasing transaction for each and every customer. Facilitate maximum sales and service by insuring smooth flowing register lines, accurate cash transactions, complete paperwork, accurate record reports while operating with maximum productivity.

Key Job Responsibilities:

1. Successfully perform all Key Job Responsibilities of the Customer Service/Cashier job description
2. Maintain full-time status, weekends required.
3. Be proficient enough in cashier skills to assist in training and mentoring new cash team members. Oversee the training of all new cashiers - scheduling should reflect this
4. Provide leadership on a daily basis to cashiers including keeping morale up by helping to deal with any problems, scheduling lunches/breaks, and answering questions
5. Be trained as and maintain regular shifts as a opener/closer.
6. Provide feedback for cashier’s evaluations
7. Be proficient in closing systems and have at least one closing shift a week
8. Complete phone purchases and fill out all paperwork
9. Report any POS issues to Cash Team Leader or Manager on Duty as soon as possible
10. Maintain supplies at the registers including forms/documents as well as all other supplies needed to successfully perform cashiering duties
11. Maintain regular communication with Cash Team Lead and Managers.
12. Delegate duties when possible and necessary
13. Oversee the organization of carts at entrance - make sure they are neat, make sure they are distributed in the garden center, make sure they are collected from the parking lot on a regular basis
14. Oversee cleanliness and tidiness of the area under and around the tent
15. During busy seasons monitor the other cashiers, keep them on task, move them or change duties as you see fit.

Each BNP person is an integral part of the overall success. To keep BNP operating at an efficient, effective and profitable level, all BNP members are asked to assist in different areas of the operation and to perform tasks that are outside of their day-to-day responsibilities. However, *exceptional customer service is every BNP employee and leader’s responsibility*.