



## Job Description

**TEAM:** Thriftmart

**TITLE:** Thriftmart Cashier

**REPORTS TO:** Thriftmart Store Manager

**CLASSIFICATION:** Part-Time

### JOB SUMMARY

The Thriftmart Cashier is often the first and last team member a customer encounters. This role helps set the tone for the overall shopping experience by welcoming customers warmly, providing accurate checkout service and representing Thriftmart and Joppa with professionalism, joy and care.

Working within Thriftmart's values and standards, the Cashier helps create a clean, friendly and efficient store environment, communicates current sales and promotions and supports customer participation in the Thriftmart Rewards Program and round-up giving. A heart for Joppa's mission is essential, and the ideal candidate views this role as a calling to serve others, not simply a job.

### ESSENTIAL FUNCTIONS

#### Customer Service & Checkout

- Greet customers warmly and help create a welcoming shopping experience
- Communicate current sales, promotions and store information clearly
- Accurately ring up purchases, bag items and wrap breakables as needed
- Count change back accurately and handle transactions with care
- Resolve customer concerns within store policy or seek manager assistance when needed

#### Rewards Program & Mission Support

- Ask each customer if they are a Thriftmart Rewards member before checkout
- Explain the benefits of Rewards membership and sign-up new members as appropriate
- Encourage customers to round up their purchase to support Joppa's mission next door
- Represent the mission of Thriftmart and Joppa with warmth, clarity and enthusiasm

#### Store Support & Teamwork

- Stay familiar with merchandise, pricing updates and sale items
- Complete assigned checklists and tasks during slower times rather than waiting for the next customer
- Help maintain a clean and orderly store, including returning items to racks, cleaning windows, taking out trash and cleaning restrooms as assigned
- Assist with end-of-shift cash drawer counting if needed
- Function as part of the Thriftmart team, helping with overall store needs, activities and events
- Complete other duties as assigned



### **PROFESSIONALISM, JUDGMENT & RELIABILITY**

- Demonstrate integrity, reliability and a strong work ethic
- Represent Thriftmart and Joppa with professionalism, kindness and respect
- Follow Thriftmart standard operating procedures and manager direction
- Remain teachable, coachable and willing to grow in the role
- Keep cell phones stored away from the sales floor except during breaks
- Understand and uphold organizational policies and expectations
- Must follow Thriftmart SOP (Standard Operating Procedures)

### **COLLABORATION & COMMUNICATION**

- Communicate clearly and respectfully with customers, volunteers and team members
- Work well within a team while also taking initiative independently
- Demonstrate strong listening skills and good judgment in customer interactions
- Value joyful camaraderie and a relational work environment

### **MINIMUM QUALIFICATIONS**

#### Education & Experience

- Retail or customer service experience preferred
- Experience working with volunteers is a plus

#### Skills & Competencies

- Strong customer service and relational skills
- Excellent verbal communication skills
- Attention to detail and accuracy in cash handling
- Demonstrated reliability and integrity
- Teachable and coachable
- Ability to work independently and take responsibility for assigned tasks
- Ability to use Teams and Outlook for internal communication
- Availability to work Monday through Saturday during store hours as scheduled

#### Physical Requirements

- Ability to stand for extended periods
- Ability to walk, reach, stoop, carry and lift throughout the shift
- Ability to work actively on the sales floor for full shifts