



Cashier I - Job Description

Updated October 2009

Job Overview

At the highest level, Home Depot associates must (a) provide outstanding customer service to our Customers and (b) drive the sales and profitability of the store. Customer service objectives include delighting our Customers each and every day and fostering long-term loyalty bonds between our Associates and our Customers. There are six key priorities that deliver the Home Depot shopping experience:

1. Having good quality products available (in-stock, broad selection)
2. Making it easy and safe for our Customers to shop our stores (uncluttered, navigable store)
3. Giving our Customers good value (everyday low prices)
4. Providing our Customers the help they need (available aprons dedicated to service)
5. Offering extra services (installation, delivery, special orders. Etc.)
6. Making the shopping experience exciting and fun

The Front End is the last opportunity we have to delight our customers and resolve negative customer service experiences. The Cashier plays an important role to ensure this occurs by carrying out the responsibilities listed in this description.

Consistently demonstrates Customer FIRST behaviours. Proactively directs customers to open registers and assists customers with Self Checkout. Handles customer complaints in a professional manner. Promptly notifies the Head Cashier or another member of management if customer needs are not fully met. Follows all front end and loss prevention policies and procedures. Each associate has the responsibility of providing a safe working and shopping environment by following all safety policies & standards, completing specified safety training, immediately correcting hazards & unsafe conditions or reporting conditions to the Manager On Duty, and working safely as not to endanger themselves, co-workers, vendors, or customers.

Primary Tasks and Responsibilities

Customer FIRST

Provides customers with excellent customer service

FIND

- When you are not assisting a customer, go to the front of your line, find a customer and say, "I will be happy to help you over here"

INQUIRE

- When a customer is checking out at your register, ask "Did you find everything you were looking for?"

RESPECT

- Make eye contact, smile, greet and talk with customers during checkout.

SOLVE

- While ringing customers up, ask about their shopping experience. If negative, try to solve the problem by saying "Let me call someone to help you".

THANK

- Finish the transaction by saying "Thank you for shopping with us. We appreciate your business!"
- Remove small items from the customer's cart
- Notify the Head Cashier whenever lines form (this includes two or more customers waiting to check out)
- Advise customers you will assist them shortly if helping another customer
- Assess the customer's need for loading assistance, taking into consideration the merchandise being purchased as well as other environmental factors
- Ask customers if they would like to put their purchase on the Home Depot credit card of purchase ESP?

Daily Tasks

- Request cash float and call Head Cashier to determine assigned work station
- Read and sign any new messages in communication log book (important to verify every day).
- Make sure you are aware of promotions and promotion locations so you can direct customers and how to process rebates for the day.
- Clean work station- empty waste basket, dust and clean between counter and cash, clean cash screen, ensure there is no product lying around. If so advise head cashier and bring back returns.
- Verify in cashier drawer that there are sufficient deposit slips, closing slips, etc.
- Refill stock available at checkout, ensure that bags are present and filled.
- Keep receipt envelope with you at all times. Do not leave it at the work station and place it in your associate locker at the end of your shift.
- Other duties as assigned
- Achieve cashier metrics on a daily basis (e.g. percentage of time quantity key used, percentage of scans per hour, etc.)
- If assigned to Self Checkout (where available), proactively direct customers to Self Checkout, assist customers to trouble shoot and resolve issues, actively monitor notification messages at the Cashier Station and assess the situation prior to over riding
- Monitor all entrances and exits, request proof of payment when necessary
- Understand and comply with Electronic Article Surveillance (EAS) System Log requirements and the proper approach method inside the building.

Maintain Front End Security & Prevent Shrink

- **Register Gates & Alarms (SOP FE 02-20):** Any unattended mainline register must have a register secured with an approved gate alarm at all times. Do not store any product in front of or behind a register gate.
- **Processing Credit Card Sales (SOP FE 04-10):** Verify the last four digits on the customer credit card match the last four digits of the account number that prints on the receipt. If the digits don't match, call Loss Prevention or the Manager on Duty. Follow all policies for Bank credit cards, what actions to take if the Credit Card is not signed and if signatures do not match, valid forms of identification for credit card transactions and credit card purchases at SCO that exceed preset dollar amount.
- **Accepting Cheques (SOP FE 04-20):** Ensure the cheque meets Home Depot requirements and valid forms of identification for cheque acceptance are presented by the Customer
- **Responding to the EAS Alarm (SOP FE 02-20):** Immediately approach the customer (walk never run) and ask the customer to move away from the system, apologize for the inconvenience, explain that the inventory control tag was not deactivated, request to see the customer's receipt and ensure the item which triggered the alarm has been paid for, if the customer admits to stealing or attempting to steal the item, contact a member of Loss Prevention immediately and log as a recovery. Advise the Front End Supervisor that the EAS system malfunctioned and log appropriate EAS alarms in the EAS System Activity Log when required.
- **Controlling Shrink on the Front End (SOP FE 02-20):** Anytime customers purchase merchandise such as tool boxes, mailboxes, garbage cans and other non-factory sealed boxes, always check inside for hidden items. If you find a hidden item, do NOT accuse the customer of trying to steal. Simply ask if the customer would like to purchase the item. The practice for ringing items using the slot scanner is the drag, scan, look and bag technique. The process is to drag the merchandise over the deactivating pad, scan the product with the slot scanner, look at the screen to verify the correct product and description and then bag the merchandise. This technique should be used for ALL items small enough to fit on the check stand. Ensure all policies relating to when it is acceptable to use the quantity key are followed. In the event that an article does not scan, the item check key must be used. Follow all policies relating to when it is acceptable to use the quantity key. If an article doesn't scan, contact the department immediately.
- **Till Security policies (SOP FE 03-10):** The register will prompt the Cashier to process a strip when the till accumulates excess cash. The Cashier should send the strip to the Vault using the pneumatic tube system. Each till should be used by only ONE Cashier. Only the Cashier assigned to a particular till is authorized to open the cast or handle any other media contained in the till. If there are discrepancies in the opening till, or if the sealed bag appears to be opened, the Cashier must call a Vault Associate immediately to resolve the discrepancy. Front End associates must use the pneumatic tube system for transporting cash, change and other register paperwork to and from the Vault. Cashiers must be escorted by a Head Cashier, Department Supervisor or a member of management when moving their till from one register to another.

- **Emergencies (SOP 09-05):** Associates must familiarize themselves with the policy regarding emergencies.

SAFETY RESPONSIBILITIES

Follows all Safety Policies & Standards

- Adhere to major & minor work rule policies regarding safety detailed in the “Code of Conduct”
- Utilize Department Specific Safety Apron Cards to help ensure a safe environment
- Report any incident/accident to the Manager on Duty

Inspects Department Frequently for Unsafe Conditions & Behaviors

- Ensure that department aisles and walking surfaces are safe
- Review displays and overheads for safe display/storage of merchandise
- Verify that merchandise safety restraints are in place
- Immediately correct unsafe conditions if you are trained and capable to do so, if you are not trained or capable to correct unsafe conditions, notify the Manager on Duty immediately

Works Safely

- Complete specified safety training courses
- Use proper PPE (Personal Protective Equipment)
- Work safely and report Associates who are acting in an unsafe manner
- Offer assistance to customers who are shopping in an unsafe manner actions (e.g., ask the customers not to climb ladders for merchandise – allow an associate to retrieve the merchandise for them)
- Use proper lifting procedures in accordance with the Back Injury Prevention Program
- Keep your work area free from clutter to avoid injury to associates and customers
- Understand and follow the Hazardous Materials guidelines, the use of approved safety knives, the
- Emergency Preparedness Plan
- Know the location and proper use of the Spill Kit and the central meeting location in the event of an evacuation

BUILDS SKILLS AND KNOWLEDGE

Builds Personal skills and knowledge

- Proactively seek knowledge on products and services
- Maintain current knowledge of all policies and procedures affecting the Front End
- Determine your short and long term goals, and work with the Front End Supervisor and Human Resources Manager to develop a SMART (Specific, Measurable, Attainable, Realistic, Timely) game plan, completes monthly accuracy baskets and monthly departmental walks

Skills and Competencies

CUSTOMER SERVICE STANDARDS

1. Customer FIRST – Makes customers the first priority, actively seeks out customers, greets all customers, offers assistance
2. Product Knowledge – Demonstrates a high level of knowledge of products, services and procedures in assigned area and nearby departments, knows priority articles
3. Solutions - Seeks to fully understand the customers' needs, provides customer with the best solution even if it involves a price reduction, contacts other associates/leaders as needed; until customer's need is met
4. Respect – Treats customers and all associates in a sincere, appreciative manner. Thanks customers for their business, minimizes their time in the checkout line, acknowledges waiting customers and thanks them for shopping with The Home Depot.
5. Project Focus – Asks customers about their project and provides appropriate related items and services for total project, sells the whole project

STORE STANDARDS

6. Clean and Uncluttered - Maintains a clean and uncluttered store environment, ensures that department/area and aisles are clear, product is easily accessible to customers; consistently removes trash and distressed items

POSITION SPECIFIC SKILLS

Cashier Skills:

- Demonstrates ability to quickly and accurately process transactions.
- Processes transactions efficiently, minimizes voids/clearance actions, minimizes quantity key usage, and maximizes scanner usage

Return/Exchange Skills:

- Demonstrates ability to efficiently and accurately process returns and exchange transaction

Self Checkout Skills:

- Demonstrates knowledge of all Self Checkout procedures. Coaches customers on the use of Self Checkout and assists customers

7. In Stock – Fully packed down and in stock at all times; labeled, sequenced and striped properly

8. Signage – Aisles and products, specials etc. are all clearly and attractively signed; adhere to sign standards and governance

9. Safety Compliance – Follows safety policies and procedures, identifies and corrects safety hazards, reports violations, and encourages others to work safely; stay current on licenses and HHM standards

PROFESSIONAL STANDARDS

10. Professionalism - Acts with integrity, maintains professional appearance, shows courtesy, has a positive, enthusiastic approach to work and takes pride in their work

11. Working Relationships- Works effectively with others, resolves conflict, listens well, and shares knowledge with others

12. Personal Development – Takes an active role in growing skills, abilities, and product knowledge, and seeks further understanding of all aspects of the business

13. Openness– Treats all associates with respect, is considerate of others' viewpoints, and accepts change

14. Time Management – Follows company policy regarding work schedules, arrives on time, makes good use of time while at work, completes tasks and assignments in a timely manner; seeks additional projects in down time

Cash handling Skills:

- Demonstrates knowledge of cash handling policies and procedures

Customer Recovery Skills:

- Handles dissatisfied customers or customer complaints effectively, defuses negative situations as appropriate; show diplomacy; guides toward positive resolution; conveys a sense of competence and effectiveness to customer.
- Escalates the issue to manager when appropriate.

Flexibility:

- Flexible to work different roles at the Front End including the Returns desk or Special Services and assist in other departments of the store as required including staffing outdoor seasonal tills where required.

Physical Job Requirements

- **Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items**
Requires the ability to move around the store and maneuver merchandise when necessary
- **Responding to public address system announcements**
Requires listening for customer service calls, personal pages and general information announcements
- **Walking and Standing**
Requires moving around the store to assist Customers
- **Identifying and reading reports, tickets and UPC labels**
Requires recognizing, identifying and using merchandise and necessary reports

Environmental Job Requirements

- Due to forklifts and other heavy equipment traveling through the store, temporary cracks may appear in the floor, causing an uneven walking surface
- The warehouse environment can be dusty and noisy
- Doors are frequently open, causing drafts and interior temperature changes
- Floors around work area may become slippery during wet weather conditions
- May have to handle merchandise and work with tools with sharp edges
- Passing forklifts emit gas fumes
- Tools, supplies and related merchandise may contain hazardous materials
- May have to occasionally work outdoors where temperatures and climate can fluctuate

Minimum Qualifications

- Must meet minimum age requirements by province
- Be able to work a flexible schedule including evenings and weekends
- Successfully pass the validated selection test

Acknowledgment

I acknowledge that I have read the job description and requirements for the Cashier I position and certify that I can perform these functions.

Applicant Signature

Date

Witness Signature

Management has the right to add or change these duties of the position at any time.

