

Job title: Cashier
Department: After-sales Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Receives payments and documents for after-sales transactions and plays an essential role in maintaining and achieving customer satisfaction.

The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.

- Welcomes customers coming to the cash register counter in a friendly and professional manner.
- Calculates customer invoices.
- Takes in cash, cheques and credit card payments from customers; records the amounts received.
- Makes change and gives the customers their receipts.
- Gives customers cash refunds or credit notes for returned merchandise.
- Uses the cash register.
- Reconciles the funds in the till every day.
- Refers customers with questions about work done, maintenance or additional repairs, etc. to the technical advisor or to another appropriate individual.
- Handles customer complaints with integrity and, if necessary, refers dissatisfied customers to the appropriate individuals, so that a solution can be found to their problems.
- Keeps and files work orders, invoices for parts and lease forms; makes a list of missing documents.
- Closes all unpaid invoices.
- Reconciles the gasoline purchase statements.
- Assists the parts and after-sales departments by performing clerical or secretarial tasks or telephone follow-up.
- Keeps up-to-date on new products and services provided, their features and cost, as well as all price changes.
- Ensures that the work area is clean and tidy.
- Maintains a professional appearance.

- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.