



March 19<sup>th</sup>, 2024

**RE: Cashier**

IGA, which stands for Independent Grocers Alliance, is a renowned brand in the grocery industry known for its network of independently owned and operated grocery stores. Founded in 1926 in Poughkeepsie, New York, IGA has grown into a global brand with thousands of locations across more than 30 countries.

IGA Lac La Biche grocery store is known for its combination of local ownership, community involvement, and a wide selection of products. It is a popular choice for shoppers seeking convenience and a personalized shopping experience.

**1. Customer Service:**

- Greet customers as they approach the checkout area.
- Answer questions about products, prices, and store policies.
- Assist customers with locating items if needed.
- Provide friendly and efficient service to enhance the customer's shopping experience.

**2. Operating the Cash Register:**

- Scan items or manually enter product codes into the cash register.
- Ensure prices are accurate and items are properly scanned.
- Process cash, credit card, debit card, and other forms of payment.
- Provide change and receipts to customers.
- Bag groceries and other purchased items.

**3. Handling Transactions:**

- Calculate and apply discounts or coupons.
- Handle returns and exchanges, following store policies.
- Verify age for restricted items such as alcohol or tobacco.
- Keep an eye out for counterfeit bills or fraudulent activities.

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#### **4. Maintaining Cleanliness:**

- Keep the checkout area clean and organized.
- Wipe down the conveyor belt, counter, and credit card machine.
- Arrange bags and supplies for efficient use.

#### **5. Stocking Supplies:**

- Replenish bags, receipt paper, and other supplies as needed.
- Alert management when supplies are running low.

#### **6. Assisting with Store Tasks:**

- Help with restocking shelves when the store is not busy.
- Assist in inventory counts or other tasks as assigned by supervisors.
- Collaborate with other staff members to ensure smooth store operations.

#### **7. Knowledge of Promotions and Sales:**

- Stay informed about current promotions and sales.
- Inform customers about ongoing deals and special offers.

#### **8. Adhering to Policies and Procedures:**

- Follow all cash handling and credit card processing procedures.
- Adhere to IGA's customer service, returns, and exchanges policies.
- Maintain confidentiality of customer information.



## 9. Safety and Security:

- Monitor the checkout area for any suspicious behaviour.
- Report any security or safety concerns to the store management.
- Ensure compliance with health and safety regulations, such as wearing gloves when handling certain products.

## 10. Teamwork:

- Work collaboratively with other cashiers and store staff.
- Communicate effectively with colleagues to ensure efficient customer service.
- Support other departments during busy times or as needed.
- These duties may vary slightly depending on the specific location and policies of the IGA store. Cashiers need to be friendly, efficient, and attentive to customer needs to provide a positive shopping experience.

### Position Details:

Position Type: Full-Time

Location: 10114 101 St, Lac la Biche, AB T0A 2C0

Wage: \$15.50 - \$21.00 / hour

Please email your resume at [kappraisal.consultingfirm@gmail.com](mailto:kappraisal.consultingfirm@gmail.com)

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