



Position: Cashier

Department: Garden Center – Des Plaines

Reports To: 1. Service Counter Manager 2. Garden Center Sales Manager

JOB SUMMARY: Work as a member of the Lurvey Garden Center Sales Team to provide our customers with outstanding service. Assist our customers with orders, product selection, and needs pertaining to our inventory. Abide by and model – **EVERYBODY SERVES!**

Duties and Responsibilities:

- Communicate with Service Counter Manager to facilitate customer needs
- Communicate with customers regarding their orders, deliveries and inquiries
- Assist customers with placing, processing and facilitating orders and quotes while maintaining a visible presence on the sales floor
- Provide accurate and timely responses to questions regarding products and services.
- Maintain a balanced cash drawer and tidy work station

Knowledge, Skills and Abilities required:

- Strong problem-solving skills
- Superb customer service skills and a willingness to learn our inventory (with proper training)
- Ability to work as a team member in a fast-paced environment, where multi-tasking is essential
- Ability to discern customer needs and direct them in the purchasing process
- Ability to complete tasks in the appropriate time frame and respond to requests in a timely fashion
- Knowledge of business and other applicable computer-based skills that will allow efficient training on the systems used
- Knowledge of general office equipment
- Physical requirements include light-duty work (exerting up to 20 lbs. occasionally, 10 lbs. frequently and a negligible amount constantly)
- Other physical activities include standing for sustained periods of time, picking/pinching using your fingers, grasping objects, repetitive motion of the wrists, hands, and/or fingers, talking (speaking detailed information) and hearing (perceiving sound)
- Close visual acuity required to perform computer work, read small print, communicate in written form and visually inspect items



Position: Cashier (continued)

- Bilingual (English/Spanish) is a bonus

Credentials and Experience:

- Previous retail experience, cash handling and reconciling skills
- Plant knowledge is a plus

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ *Date* _____