TITLE: Cashier

REPORTS TO: Service Manager/Accounting Office Manager

POSITION INFORMATION:

The Cashier receives cash from customers and employees in payment for goods or services and records the amount received in an accurate manner. S/he is sometimes the customer's last contact with the dealership and therefore must represent the dealership in a friendly, professional manner.

DUTIES AND RESPONSIBILITIES: (Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

E( ) M( ) Receive cash, checks and credit card payments from customers and record the amount received.

E( ) M( ) Operate cash register.

E( ) M( ) Compute or re-compute the customer's bill using the dealership's computer system. (Dealer, please note: Specify what type of equipment the Cashier uses in your dealership to compute the bill.)

E( ) M( ) Make change, cash checks and issue receipts to customers.

E( ) M( ) Ascertain and record totals shown on cash register tape and verify against cash on hand.

E( ) M( ) Work with department managers to keep abreast of new products and services offered, their features and value, and any changes in price.

E( ) M( ) Refer customers who have additional questions (e.g., questions about their repair order) to the service advisor or other appropriate individual.

E( ) M( ) Handle customer complaints with integrity and poise and take or refer the complaining customer to the appropriate individual for further communication.

E( ) M( ) Give cash refunds or issue credit memorandums to customers for returned merchandise. (Dealer, please note: If you have a different Cashier in every department, specify what types of products or services each Cashier works with, i.e., parts and accessories, repair orders, etc.)

QUALIFICATIONS:

Ability to read and comprehend instructions and information. One year of experience operating a cash register. Will be trained on dealership computer systems, cash register and other office machines. Professional personal appearance. Ability to work well with customers.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WORKING CONDITIONS:

The Cashier works at a cashier's window for all of the shift. Will work with cash register, computer, and adding machine. Will work with the public.

(If in the service department: May be exposed to noise, vibration, dust, exhaust fumes, and a variety of hazardous and nonhazardous materials.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Name Employee's Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer