



# Job Preview – Cashier Role

Jobs within the retail industry can provide a great opportunity to develop your employment skills, gain experience in a busy workplace, and build your resume. Many retail jobs are entry-level positions with an opportunity to grow and move into higher-level positions with more responsibility and a bigger paycheck!

This job preview focuses on the cashier role within a retail environment. We'll be highlighting some of the common tasks performed, as well as some of the challenges of the job to help you gain a better understanding about the position. So, let's get started!

In the cashier role, your main responsibilities will include scanning products, using a cash register, processing cash and credit card transactions, and bagging items. Good customer service skills are important in this role, as you'll be expected to greet customers and answer any questions they may have. Customers might ask you about specific products or have general inquiries about the store, and it will be your responsibility to make sure their questions are answered or to direct them to the appropriate department or store associate who can help them. You will also need to keep your workspace clean and tidy, and notify your supervisor if any problems arise.

You might like that the cashier position offers a consistent work environment. The job is routine based with clearly defined tasks and expectations, so you will know exactly what needs to be done and what is expected of you. The work in this role is precise and detail-oriented, and daily tasks are often repetitive and predictable – you'll likely be doing the same tasks during every shift. Training for the role is often by example - instead of reading a manual or being told what to do - you'll be able to see it demonstrated and actually participate while you learn. If you like numbers, the cashier position is well suited to those who are math or financially savvy, as you will be counting cash and at times doing math in your head.

There are some challenges related to this role that you should consider before deciding if it is a good fit for you. It requires regular interaction and communication with customers, so good social skills and a high level of tolerance for dealing with the public is required. The work environment can also be noisy - in addition to the sound of customer conversations and store announcements - you may also hear constant beeping from the product scanners, a hum from the florescent lights, or the sound of the automatic doors opening and closing regularly. You will need to be able to tune out these background noises and distractions, so you can focus on your tasks and the needs of each customer. You may be required to use your problem solving and conflict resolution skills if a customer becomes upset or frustrated. In these instances, you will need to remain calm and resilient and not take things personally, as you won't be able to step away from your work area until your scheduled break. It will be important to provide friendly and courteous service at all times to ensure each customer has a positive experience.



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In the retail industry, stores are often open 7 days a week and your work schedule may vary - you could be assigned a morning, evening or weekend shift – and there may be an opportunity to work overtime, especially during the busy holiday season. If you have a preference, it is good to let your supervisor know well in advance so they can take into consideration when developing the staff schedule.

No matter which role you work in within the retail industry, dependability and a positive attitude are essential. You'll be able to meet new people and learn tasks that are easily transferable to other positions and industries. For example, the skills you develop and gain in a cashier position could be applied in other service departments or management roles within a retail setting - or in similar jobs at a grocery store, a movie theatre, in a hotel as a front desk associate, or in a bank as a teller.

If you're looking for a positive work environment and the opportunity to grow and advance over time, the cashier role might be a good fit for you and a great place to start your employment and career journey!