

Cashier Team Leader Job Description

- Maintain cash registers and their contents, checking for accuracy in the store's daily cash transactions
- Check duty posts regularly to ensure that cashiers are present and doing their work to facilitate free flow of payment activities by customers
- Supervise human traffic by directing customers to cashiers who are attending to few people to avoid crowding on a particular queue
- Discipline workers who are absent on duty or are engaged in unhealthy practices as part of measures to enforce discipline in the work place, and promote orderliness among workers
- Greet customers warmly, give them direction when needed, and answer their questions about products, services, prices, and promotions
- Inform unit managers of suspicious activities and actions related to finances and shop items for prompt attention
- Ensure that the work environment is clean and in good hygienic condition to promote the image of the organization to customers
- Cross check account balance and records at the end of daily operations to ensure that items bought are in line with amounts recorded
- Step in to resolve disputes between cashiers and customers over transactions with a diplomatic approach to handle such issues with good judgment in the interest of the company
- Be on the move, checking with cashiers to know if they are experiencing any challenges, and give them a helping hand to keep the job going
- Liaise with the account team to ensure that different denominations of cash are supplied for effective cash transactions with customers
- Train new cashiers on the job, giving them clear directions and guidelines on how to work effectively
- Ensure that company security procedures are observed at all times to track theft, lifting, and robbery.