Walgreens Shift Lead Job Description

- performs all required cash handling duties and ensuring that the stockroom and floor are ready for the business day
- Responsible for opening the store's back door for deliveries
- Performs customer refunds, order voids, and product returns, and cash drops to the safe, and make change available to cash registers as requested
- Models and delivers a very distinctive customer experience
- Engages patients and customers by greeting them, and also offers assistance with services and products
- Resolves customers' issues and answers their questions to ensure a positive customer experience.
- Models and shares best customer service practices with every team member to deliver a very delightful customer experience
- Responsible for keeping the store keys for the opening and closing of store without management when necessary
- Coaches and aids the other team members to work with the warehouse and vendor ordering process as orders are created, reviewed, and received, which includes opening the backdoor for vendor deliveries
- Responsible for registering all sales on the cash register assigned; keep the records of scanning errors, items not on file, and voids; and perform price verifications and price modifications
- Assists the assistant store manager or the manager in assessing order exceptions on the store's order release days, as well as provides assistance in reverse logistics
- Helps the store manager in assessing and developing product displays, including displays for seasonal, super structures, and promotional activities. Completes resets and revisions
- Ensures inventory counts and on-hand quantities are accurate, including basic departments, overstock locations, and stockroom

- Assists with making sure that the outdated program is followed with the team members
- Responsible for the basic department pricing and for making changes in the daily prices, ensuring that proper signage is displayed at the store in order to support accurate product pricing
- Ensures that additional pricing tasks which are related to local regulations and regulatory compliance programs are accurately completed within the required time frame
- Assists with bookkeeping tasks like cash report, cash counts, and ledgers, and bill payment as necessary or requested
- Assists in maintaining good interior and exterior store environment by ensuring neat, clean, and orderly store condition and appearance
- Aids in the separation of food items (e.g. raw foods from pre-cooked) and placement of products as specified by policies
- Helps out at the Pharmacy out window as requested
- Ensures compliance with the local and state laws regarding regulated products like tobacco products and alcoholic beverages
- Responsible for checking the bags of team members before leaving the store
- Complies with all policies and procedures of the company and maintains very respectful relationships with coworkers.