

Walgreens Cashier Job Description

- Greet the customers entering Walgreens location
- Process all sale transactions by receiving payments by cash, credit cards, check, vouchers, and automatic debits
- Process merchandise exchanges and returns
- Register all customers for the Dollar Reward Savings Club card
- Answer customers' questions, and give information on policies and procedures
- Record and compute totals of transactions
- Correctly count the money in cash drawers at the start of shifts and ensure there is sufficient change
- Issue receipts, credits, refunds, or change due to the customers
- Issue trading stamps and redeem coupons and food stamps (if applicable)
- Maintain very orderly and neat checkout areas
- Monitor checkout stations to make sure that they have sufficient cash available and that they are appropriately staffed
- Resolve complaints of customers
- Compile and maintain the non-monetary records and reports
- Stock the shelves and mark prices on items and shelves
- Recommend to customers the items for sale and also recommend companion and/or trade-up items
- Take customers to the aisle when possible and assist with OTC products
- Operate pharmacy systems to get patient prescription status
- Report prescription errors immediately to pharmacists on duty and adhere to policies and procedures of the company in relation to pharmacy errors and the Quality Improvement Program
- Model and share best customer service practices with the entire team members to deliver a delightful and distinctive customer experience, which includes interpersonal habits like eye contact, greeting, courtesy, etc. and Walgreens service traits like needs identification, offering help proactively, servicing until satisfied, etc.

- Develop very strong relationships with the most valuable customers
- Ensure customers get courteous, efficient, and exceptional checkout service.