



# Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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JD #:	<b>JD00531</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Scheduler and Head Cashier</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>Retail</b>		

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## General Description

Responsible for coordinating the recruitment, training, and scheduling of casual staff while ensuring sufficient staffing on the sales floor at all times. Expedites customers through the store registers by ensuring the efficient functioning of the registers, cashier team, and front end operations.

## Representative Duties & Responsibilities

- Read and understand the Employment Standards Act as it applies to casual employees.
- Liaise with managers to determine upcoming vacancies for casual hires, ensuring job descriptions for all positions are current.
- Post for vacant casual employee positions on the internal job posting site and coordinate the application process.
- Collect and distribute applications to appropriate members of management.
- Arrange and organize interviews with selected candidates.
- Create and update interview questionnaires for the casual employee hiring process.
- Participate in the candidate interview process and provide feedback to appropriate managers on the qualifications of potential incumbents.
- Provide information and act as the primary point of contact for candidates during the hiring process including, but not limited to, conducting follow-up calls with candidates and informing candidates of hiring decisions.
- Submit required documentation for new hires to the appropriate department for entry into the payroll system and to access department systems.
- Develop and administer exit surveys for casual staff and compile and report results accordingly.
- Activate, distribute, and track department access cards and other store issued equipment ensuring all are recovered from departing staff.
- Schedule training sessions for newly hired casual employees.
- Train staff on numerous department policies and procedures including, but not limited to, all relevant health and safety policies and procedures, and the use of point of sale and scheduling software.
- Update the casual staff training and policy manual and health and safety manual as required.
- Update store phone tree messages as required.
- Research, recommend, and apply to casual labour funding programs, ensuring that all documentation is completed in accordance with established funding criteria.
- Enter casual employee information into the scheduling software and distribute their login information accordingly.
- Collect and reference class schedules as provided by casual staff for use in filling scheduling gaps.
- Review, update, and maintain the schedule ensuring the scheduling system accurately reflects shift trades and drops, and that the schedule is fully staffed and complete.
- Contact employees scheduled for cash coverage if they fail to show up for their scheduled shift, and arrange the cash coverage schedule to accommodate unexpected absences.
- Record any unexpected absences and report to management when absences exceed policy guidelines.
- Ensure casual staff have been scheduled to work in areas in which they have received adequate training.
- Approve scheduling changes, including shift changes between employees, ensuring scheduling software is updated accordingly.
- Maintain presence at the checkout area to perform cashiering duties and to ensure all sales transactions are handled professionally, efficiently, and accurately with attention to detail as it pertains to maintaining proper inventory control.

## Representative Duties & Responsibilities

- Work with buyers to build task lists for staff working on cash.
- Assign tasks to staff scheduled on cash, ensuring cash stations remain fully stocked and adjacent retail areas are clean and organized.
- Remain accessible to all staff for cash related inquiries and assistance.
- Act as a primary point of contact for operational issues related to cash functions.
- Escalate issues related to cashier functions immediately to appropriate personnel and follow-up on any outstanding issues.
- Maintain adequate cash floats and cashiering supplies for all bookstore locations.
- Complete end of day cash-ups which includes accurately counting the float.
- Access safe and floats and responsible for cash overrides.
- Perform cash transfers to ancillary locations as required.
- Develop and update cashier training manuals, documents, forms and reference charts.
- Ensure health and safety documentation is updated regularly.
- Provide coverage for the post office kiosk by ensuring necessary cashier staff are trained in post office procedures.
- Demonstrate and communicate policies and procedures to staff regarding merchandise security.
- Communicate departmental changes to casual staff using a variety of communication methods.
- Ensure all cashiering staff have knowledge and are familiar with the products they process through the register.
- Ensure all registers are functional and tested regularly.
- Review previous day's merchandise returns according to current policies and procedures.
- Communicate pricing and scanning errors with buyers as they arise.
- Review policies and procedures on a regular basis and monitor adherence, ensuring all violations are reported to management for follow-up.
- Ensure necessary front entrance signage is in place and updated in all store locations.
- Ensure security gates are tested on a weekly basis and liaise with the security company when repairs are needed.
- Process online and departmental orders in coordination with the appropriate order fulfillment staff.
- Process accounts receivable invoices in accordance with established procedures.
- Complete various calculations pertaining to taxes, rebates, quotes, and discounts.
- Read and review various resources such as websites, printed materials and peer discussions to remain current with existing and forthcoming cash related products and industry trends.
- Assign lockers to part-time staff.
- Understand the process flow of various systems utilized to answer customer inquiries in a timely and accurate fashion via email, by telephone and in person.
- Support the store's shrink awareness program and advise management of any suspicious or unusual activity ensuring all staff are instructed to do the same.
- Perform customer service tasks including, but not limited to, product returns, defective product exchanges, rain checks, book clubs, and buybacks.
- Update and maintain information in the inventory management system.
- Perform data entry tasks including, but not limited to, those in the mail order and online ordering systems.
- Perform inventory control duties including, but not limited to, securing merchandise, inspecting merchandise, verifying receiving logs, and referring issues to the appropriate buyer for resolution.
- Recommend new products to buyers to enhance product selection based on personal observations in other establishments and from industry related publications.
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions.
- Shelf inventory, rotate stock, remove dated product, double check shelf-talkers, and perform regular sales floor maintenance including, but not limited to, dusting, tidying, filling from stock room and informing buyers of low stock.
- Ensure stock rooms are kept organized, clean, and accessible.
- Adhere to any developed plan-o-grams when organizing merchandise on the sales floor.
- Attend and participate in various events held both on and off campus.
- Communicate customer feedback to buyers and the management team.
- Explain procedures and policies to customers.
- Prepare merchandise for inventory and perform inventory tasks.
- Create signage using provided templates for use on the sales floor.
- Ensure the proper opening and closing of the store as per the established departmental policies.

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## Supervision

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- Provide direction to others in how to carry out work tasks.

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## Qualifications

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- 2 year Community College diploma in a relevant field of study.
- Requires 2 years of relevant experience.

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## Effort

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### Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
  - Intermittent periods of keyboarding when revising cashier manuals and manually entering prices and payment methods at the register.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
  - Extended periods of standing during a regular shift while assisting customers on the register, stocking shelves, and setting up displays.
  - Moving awkward and moderately heavy objects such as boxes of merchandise.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Attending to routine requests for information from customers.
  - Collecting routine information and inputting data into the point of sale system.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Participating in the candidate interview process and providing feedback to appropriate managers on the qualifications of potential incumbents.
  - Providing information and acting as point of contact for candidates during the hiring process.
  - Conducting follow-up calls with candidates and informing them of the outcome of the interview.
  - Coordinating the application process for casual staff.
  - Liaising with bookstore departments to determine upcoming vacancies for casual hires, ensuring job descriptions are current.
  - Performing cashiering duties ensuring all sales transactions are handled professionally, efficiently and accurately with attention to detail as it pertains to maintaining proper inventory control.
  - Greeting and actively engaging customers at the register to determine their needs, process sales and make product suggestions.
  - Performing inventory control duties including, but not limited to, merchandise security, inspecting merchandise, identifying scanning errors, and referring issues to the appropriate buyer for resolution.
  - Training staff on numerous department policies and procedures including, but not limited to, all relevant health and safety policies and procedures, and the use of scheduling software.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- Occasionally exposed to dust when tidying sales floor.

### Psychological Environment:

- Occasionally required to interact with rude and upset customers.
- Frequently required to balance a variety of responsibilities with competing customer requests.

### Health & Safety:

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.

## Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00531</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Scheduler and Head Cashier</b>	Total Points:	<b>437</b>
Job Family:	<b>Retail</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>3.5</b>	71
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.0</b>	12
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>D2</b>	56
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>3.0</b>	18
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>3.0</b>	46
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.5</b>	53
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>2.0</b>	16