



## REAL Volunteer Job Description

# **Project Assistant REAL DEAL Cashier**

### **Purpose of the role**

- To provide quality customer service to customers/members of the public at the REAL DEAL Store
- To accurately manage the sales/financial transactions at the store
- To keep accurate and detailed records of sales/financial transactions

### **Location**

- At the REAL DEAL store, Smiths Falls

### **Duties and responsibilities**

- Practice Good Customer Service at all times: welcome customers when they enter the store and offer assistance if desired, thank at departure, help customers find items in the store if/as requested, assist with purchase carry to car
- Make sales, operate cash register, register transactions (weights and municipalities), wrap and package purchases
- Respond to customer questions regarding and promote REAL programs and services
- Answer the phone, deal with inquiries and take messages
- Research comparative pricing (internet search)
- Assist on floor as required
- Make in-store signage, posters, displays for special items as needed
- Other duties as required
- Smile

### **Time requirements**

- Minimum three hours per shift
- Minimum two shifts per month
- Thursdays to Saturdays, 10:00 a.m. to 4:00 p.m. year round

### **Skills and qualifications**

- High degree of confidence and accuracy in working with money (adding, subtracting, calculating tax percentages, and making change) etc...
- Very good communication skills
- Demonstrated customer service skills
- Excellent ability to work with the public and to meet and greet newcomers
- Desire to help
- Knowledge of REAL, its objectives and projects

### **Benefits**

- Volunteer will gain retail experience and operation of cash



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- Meet new people
- Offer information to public re: environmental projects and practices
- Learn about environmental projects and practices
- Enables REAL to improve its efficacy in delivering its mandate
  
- Enables REAL to improve/expand its community profile/niche

### **Orientation and training**

Provided by REAL DEAL store manager, and/or volunteer co-ordinator

- Familiarization of REAL, policies, programs and procedures
- Training on volunteer policies and procedures
- Training on use of cash

### **Level of Screening Required**

- Application and Interest Form Completed
- Interview Completed (can be conducted by telephone)
- 1 personal reference/recommendation check completed
- Criminal Records Check may be required

### **Supervision**

- Takes direction from and reports to program manager (REAL DEAL store manager)

### **Safety Considerations/Precautions**

- All volunteers will take into consideration and act in accordance with health and safety policies and best practices in the execution of their task

Date description developed: March 2010

Date reviewed/revised: