



ROCK
C H U R C H

JOB DESCRIPTION

Position: Retail Cashier

Reports to: Retail Manager

Position Status: Part-Time, Seasonal

Department: Operations/Retail

Effective: November 2012

Replaces: All Previous

Posting Number: RC-34-12

Posting Date: November 7, 2012

1ST Closing Date: November 14, 2012

Position Summary:

The Retail Cashier will be responsible for handling cash register operations, sales and customer service. Incumbent will report directly to the Retail Manager.

Job Responsibilities and Duties:

1. Assists in register operation and store operations during business hours.
2. Ensures exceptional in-store customer service experiences for staff, customers, and volunteers, building and maintaining relationships.
3. Maintains store cleanliness and ensures merchandise is priced correctly.
4. Instills the store culture and standard procedures.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Retail Manager.

Job Skills and Requirements:

1. Previous retail experience and cash register/cash handling experience desired.
2. Excellent customer service experience.
3. Ability to recognize and maintain confidentiality as appropriate.
4. Proven ability to interact in a consistently positive manner with external clientele, including applicants, volunteers, vendors, visitors and guests, using a high degree of tact, diplomacy, discretion, flexibility, respect and courtesy in gesture and speech.
5. Demonstrated ability to make independent decisions based on the vision and values of the Rock Church and Rock Retail Operations.
6. Strong attention to detail and accuracy, including excellence in oral and written communications to verbalize issues clearly, concisely, and competently in positive or negative situations.
7. Must possess computer skills, including proficiency with spreadsheets, databases, and word processing software. Windows based software (Excel, Word, PowerPoint).
8. Ability to be firm but gracious in dealing with staff and ministry leaders.
9. Ability to work in a high volume environment while maintaining solid productivity and quality of work.
10. Self-motivated and flexible with strong organizational skills and the ability to work well with timelines and short deadlines.
11. Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events with poise and professionalism.

12. Identifies and resolves problems in a timely manner; responds promptly to requests for service and works well in group problem-solving situations; strong team player who meets commitments.

Employee Expectations:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Rock Governance system.
4. Successful completion of background, credit and reference check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Sunday service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.

Physical Requirements:

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.

Employment At-Will:

All employees of The Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.