

# Checkout Operator Job Description

A comprehensive job description template  
for Australian retail businesses

Business Name: \_\_\_\_\_

Location: \_\_\_\_\_

Employment Type: \_\_\_\_\_

Reports To: \_\_\_\_\_

Date: \_\_\_\_\_

## DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and retail industry practices at the time of publication. You should review and tailor this template to suit your business, store type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

## Table of Contents

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|                                    |   |
|------------------------------------|---|
| 1. Position Overview               | 3 |
| 2. Key Responsibilities            | 3 |
| 3. Required Skills and Attributes  | 4 |
| 4. Qualifications and Requirements | 5 |
| 5. Working Conditions              | 5 |
| 6. Award Information               | 6 |
| 7. Expected Behaviours             | 6 |
| 8. Application Process             | 7 |

## 1. Position Overview

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### 1.1 Position Title

Checkout Operator / Cashier / Register Operator

### 1.2 Position Summary

A checkout operator is responsible for processing customer purchases efficiently and accurately in supermarkets, grocery stores and other retail environments. The role involves scanning items, processing payments, verifying age for restricted products and providing friendly customer service.

The position requires excellent customer service skills, attention to detail with cash handling, ability to work quickly during busy periods and knowledge of age verification requirements for restricted products.

### 1.3 Reporting Structure

This position reports to:

- Store Manager / Department Manager
- Checkout Supervisor / Front End Manager
- Shift Supervisor (during service)

### 1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

## 2. Key Responsibilities

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### 2.1 Scanning and Processing

- Accurately scanning items using barcode scanners and POS systems
- Entering PLU codes for fresh produce and other non-barcoded items
- Processing transactions efficiently while maintaining accuracy
- Maintaining scanning speed during busy periods without compromising accuracy
- Identifying and resolving scanning errors or price discrepancies
- Processing refunds and exchanges according to store policy
- Handling special transactions including gift cards and vouchers

### 2.2 Payment Processing

- Handling cash transactions accurately, providing correct change
- Processing EFTPOS, credit and debit card payments

- Managing digital payment methods including tap-and-go and mobile payments
- Providing receipts for all transactions
- Ensuring correct payment amounts are received before completing transactions
- Balancing cash drawer at end of shift and reporting discrepancies
- Following cash handling security procedures

### 2.3 Age Verification

- Verifying customer age for restricted items including alcohol and tobacco products
- Requesting identification when required and checking ID authenticity
- Refusing sale of restricted items when appropriate identification not provided
- Following all legal requirements for selling age-restricted products
- Understanding and applying responsible service protocols

### 2.4 Customer Service

- Greeting customers warmly as they approach checkout
- Providing friendly, efficient service throughout transaction
- Answering basic queries about products, prices and store services
- Assisting with packing items when required or requested
- Handling customer complaints professionally and seeking assistance when needed
- Promoting store loyalty programs and special offers
- Maintaining positive demeanour even during busy periods

### 2.5 Checkout Maintenance

- Keeping checkout area clean, tidy and organised throughout shift
- Restocking plastic bags, receipt paper and other checkout supplies
- Reporting equipment issues including scanner, register or EFTPOS malfunctions
- Maintaining adequate supply of coins and notes in cash drawer
- Cleaning checkout belt and surrounding areas regularly
- Ensuring shopping baskets and trolleys are returned to designated areas

### 2.6 Queue Management

- Monitoring queue lengths and calling for additional checkout support when needed
- Processing customers efficiently during peak periods
- Opening or closing checkout lane as directed by supervisor
- Managing customer flow to maintain efficient service levels
- Remaining calm and efficient during high-volume trading periods

## 3. Required Skills and Attributes

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### 3.1 Essential Skills

#### Speed and Accuracy

Ability to scan items quickly while maintaining accuracy in pricing and quantities. Efficient with PLU codes for fresh produce. Accurate cash handling and change calculation. Attention to detail in processing transactions.

#### Customer Service

Friendly demeanour and positive attitude with customers. Clear communication skills. Patience during transactions, especially with elderly or confused customers. Ability to remain professional under pressure.

#### Attention to Detail

Accuracy in cash handling and payment processing. Careful verification of age-restricted items. Alertness to potential scanning errors or price discrepancies. Diligence in following security procedures.

#### Product Knowledge

Familiarity with PLU codes for fresh produce items. Understanding of common products and pricing. Knowledge of store layout and policies. Awareness of current promotions and special offers.

### 3.2 Personal Attributes

- Reliability and punctuality for scheduled shifts
- Consistent attendance, particularly during busy trading periods
- Patience and composure during high-volume periods
- Ability to handle difficult situations professionally
- Physical stamina to stand for extended periods
- Honesty and integrity in cash handling
- Flexibility to work varied shifts including weekends and public holidays
- Team player who supports colleagues during busy times
- Professional appearance and personal presentation

## 4. Qualifications and Requirements

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### 4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Basic numeracy skills for cash handling and calculations
- Ability to work a flexible roster including weekends and public holidays

### 4.2 Desirable Qualifications

- Responsible Service of Alcohol (RSA) certification if store sells alcohol
- Age verification training or certification
- Previous retail or customer service experience

- Cash handling experience
- POS system experience
- Certificate II or III in Retail Operations

#### 4.3 Experience

Previous checkout experience is preferred but not essential for entry-level positions. Training will be provided to suitable candidates who demonstrate the right attitude, reliability and customer service skills. Experienced operators should be able to demonstrate proficiency with scanning, cash handling and age verification procedures.

### 5. Working Conditions

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#### 5.1 Hours of Work

- Standing for extended periods throughout shifts at checkout station
- Regular work on weekends and public holidays
- Shift lengths typically range from 3 to 8 hours
- Peak periods during weekends, evenings and public holidays
- Roster provided in advance as per award requirements
- Flexibility required for varying shift times and days

#### 5.2 Physical Requirements

- Standing at checkout station for entire shift duration
- Repetitive movements including scanning, reaching and keyboard use
- Occasional lifting of items (up to 10-15kg) for scanning or packing
- Manual dexterity for cash handling and POS operation
- Ability to maintain focus and accuracy throughout shift

#### 5.3 Work Environment

- Indoor retail environment with air conditioning
- Fast-paced environment during peak times with high transaction volumes
- Working at a fixed station with limited movement
- Constant interaction with customers and colleagues
- Noise from scanners, registers and store environment
- Handling cash and maintaining security procedures

#### 5.4 Uniform and Presentation

- Uniform as specified by the store (typically provided)
- Neat and tidy personal appearance required
- Closed-toe, comfortable footwear with non-slip soles

- Compliance with uniform and grooming standards
- Name badge to be worn at all times
- Minimal jewellery and discreet nail polish

## 6. Award Information

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### 6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in retail businesses including supermarkets, grocery stores and other retail establishments.

### 6.2 Classification Level

Checkout operators are generally classified under the Retail Employee levels:

- Level 1: Entry-level checkout operators with limited experience or in training
- Level 2: Experienced checkout operators with demonstrated competency and may include additional responsibilities
- Level 3: Senior operators with supervisory duties, training responsibilities or advanced skills

The specific classification level will be determined based on the duties performed, experience and responsibilities of the successful candidate.

### 6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening work: May attract penalty rates depending on time

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the General Retail Industry Award 2020 for current rates and conditions.

## 7. Expected Behaviours

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### 7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all store policies and procedures
- Represent the store positively at all times
- Arrive on time for scheduled shifts, ready to work

- Notify management of absence or lateness as soon as possible

## 7.2 Service Standards

- Provide friendly, efficient and professional service to all customers
- Maintain high standards of accuracy in all transactions
- Process customers quickly without compromising service quality
- Handle complaints calmly and seek assistance when needed
- Promote store loyalty programs and encourage participation
- Maintain awareness of current promotions and special offers

## 7.3 Accuracy and Integrity

- Maintain accuracy in scanning and cash handling at all times
- Report all cash discrepancies immediately
- Follow security procedures for cash handling and equipment
- Verify age-restricted purchases diligently and refuse sales when appropriate
- Report suspicious behaviour or security concerns
- Handle customer payment information with confidentiality

## 7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with team members and supervisors
- Call for assistance when queues become excessive
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Help train new checkout operators when requested

# 8. Application Process

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## 8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining retail experience and availability
- Copies of relevant certificates (RSA, age verification training, retail qualifications, etc.)
- Contact details for two referees

## 8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview

- In-person interview at the store
- Practical assessment or paid trial shift to assess checkout skills
- Reference checks

### 8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

## Position Acknowledgement

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I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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For Manager Use Only

Manager Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_