

Retail Cashier 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, retail 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.

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1. Position Overview

1.1 Position Title

Retail Cashier / Checkout Operator / Sales Assistant

1.2 Position Summary

A retail cashier is a frontline position responsible for processing customer transactions accurately and efficiently at the point of sale. The role requires strong numeracy skills, attention to detail and integrity when handling cash and operating POS systems.

The position involves operating point-of-sale terminals, processing various payment methods, providing customer service at the checkout and maintaining till security and accuracy throughout the shift.

1.3 Reporting Structure

This position reports to:

- Store Manager / Retail Manager
- Supervisor / Team Leader
- Shift Manager (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

2.1 Transaction Processing

- Scanning items accurately using barcode scanners and POS terminals
- Processing cash, credit card, debit card and gift card payments
- Ensuring correct pricing and applying discounts or promotions appropriately
- Completing transactions efficiently to minimize customer wait times
- Handling price checks and resolving pricing discrepancies
- Processing loyalty card programs and customer rewards
- Issuing receipts for all transactions

2.2 POS System Operation

- Operating point-of-sale terminals and register software
- Processing various payment methods including contactless payments

- Handling transaction errors and system troubleshooting
- Using scanner equipment for item identification
- Voiding transactions and processing corrections when authorized
- Logging in and out of register systems correctly

2.3 Cash Handling

- Accepting cash payments and providing correct change
- Verifying large denomination notes for authenticity
- Following cash handling procedures and security protocols
- Maintaining till security and keeping cash drawer organized
- Securing cash in the register and following till float procedures
- Reporting counterfeit currency or suspicious transactions

2.4 Customer Service

- Greeting customers warmly at the checkout
- Answering customer queries about purchases and products
- Processing refunds and exchanges according to store policy
- Providing receipts and explaining return policies
- Handling customer complaints professionally and escalating when necessary
- Maintaining a friendly and efficient service demeanor

2.5 Till Reconciliation

- Balancing the cash drawer at end of shift
- Counting cash floats and reconciling against POS reports
- Identifying and reporting discrepancies in till balance
- Completing cash up paperwork accurately
- Preparing cash and reports for banking or safe deposit
- Following end-of-shift reconciliation procedures

2.6 Store Procedures

- Following security protocols for cash handling and theft prevention
- Maintaining checkout area cleanliness and organization
- Bagging items appropriately and offering reusable bags
- Monitoring for suspicious behavior and reporting security concerns
- Ensuring checkout displays and impulse items are stocked
- Following store opening and closing procedures when applicable

3. Required Skills and Attributes

3.1 Essential Skills

Accuracy and Attention to Detail

Precise scanning of items, correct calculation of change, accurate data entry and verification of transactions. Ability to identify pricing errors and resolve discrepancies.

Speed and Efficiency

Processing transactions quickly during peak periods while maintaining accuracy. Managing queues effectively and working efficiently under pressure.

Numeracy Skills

Confident with numbers and mental arithmetic for change calculation. Understanding of basic mathematics for till reconciliation and cash handling.

Customer Service

Friendly demeanor at the register, patience with customers and clear communication. Ability to handle difficult situations professionally.

Integrity and Trustworthiness

Honest handling of cash and transactions. Adherence to store procedures and security protocols. Maintaining confidentiality of customer information.

3.2 Personal Attributes

- Professional presentation and grooming
- Positive attitude and friendly demeanor with customers
- Reliability and punctuality for rostered shifts
- Flexibility to work varied shifts including weekends and public holidays
- Physical stamina to stand for extended periods at the register
- Ability to work as part of a team
- Calm under pressure during busy trading periods
- Willingness to learn and follow procedures

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong numeracy skills and confidence with basic arithmetic
- Trustworthy character and integrity for cash handling responsibilities
- Ability to work flexible roster including weekends and public holidays

4.2 Desirable Qualifications

- Previous cash handling or retail experience
- Computer literacy and experience with POS systems
- Customer service experience in retail or hospitality
- Certificate II or III in Retail Operations
- Familiarity with EFTPOS terminals and payment processing

4.3 Experience

Previous retail or cash handling experience is preferred but not essential for entry-level positions. Training will be provided on POS systems, store procedures and customer service standards. Candidates should demonstrate strong numeracy skills, attention to detail and a trustworthy character.

5. Working Conditions

5.1 Hours of Work

- Standing at the register for extended periods throughout shifts
- Working weekends, public holidays and peak retail trading periods
- Shift lengths typically range from 3 to 8 hours
- Peak periods requiring speed and accuracy during busy times
- Roster provided in advance as per award requirements
- May include early morning opening or late evening closing shifts

5.2 Physical Requirements

- Standing at checkout for extended periods with minimal breaks
- Repetitive tasks including scanning items and processing transactions
- Repetitive arm and wrist movements from scanning and bagging
- Occasional lifting of items for scanning or bagging (up to 10kg)
- Manual dexterity for cash handling and operation of equipment

5.3 Work Environment

- Indoor retail environment at checkout area
- Working in confined checkout space
- Constant interaction with customers and team members
- Noise from store environment and register equipment
- Responsibility for cash and till reconciliation
- High-volume transaction periods requiring concentration

5.4 Uniform and Presentation

- Uniform or dress code as specified by the store (typically provided)
- Neat and professional personal appearance required

- Name badge to be worn during shifts
- Minimal jewelry and professional grooming standards
- Closed-toe, non-slip footwear required

6. Award Information

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. Employers should ensure they understand and comply with all award requirements.

6.2 Classification Level

Retail cashiers are generally classified under the award as:

- Level 1: Entry-level cashiers performing basic checkout operations
- Level 2: Experienced cashiers with competence in POS systems and handling complex transactions
- Level 3: Senior cashiers with additional responsibilities such as training others or supervising checkout areas

The specific classification level will be determined based on the duties performed, experience and competencies 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 (typically 200% for casual employees)
- Public holidays: Premium rate applies (typically 250% for casual employees)
- Evening work: May attract penalties depending on hours worked

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

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business, cash handling and customer information
- Follow all store policies and procedures
- Represent the business 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
- Process transactions accurately and efficiently
- Maintain a positive attitude during busy periods
- Handle complaints calmly and seek resolution or escalate appropriately
- Ensure customers receive correct change and receipts
- Thank customers and invite them to return

7.3 Accuracy and Integrity

- Maintain accuracy in all transactions and cash handling
- Follow cash handling procedures strictly
- Report all errors and discrepancies immediately
- Ensure till reconciliation is completed accurately
- Adhere to security protocols for cash and transactions
- Never process transactions for personal benefit

7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with team members and management
- Call for assistance when queues become long
- Share knowledge with new team members
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Brief cover letter outlining retail experience and availability
- Copies of relevant certificates (retail qualifications, if applicable)
- Contact details for two referees
- Evidence of working rights in Australia

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview to discuss availability and experience
- In-person interview at the store
- Numeracy assessment or practical demonstration of cash handling
- Reference checks with previous employers

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

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: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____