



## Job Description

**Title:** HEAD CASHIER

**Reports to:** ASSISTANT MANAGER

### **Summary of Position:**

---

Provide friendly, responsive service to create an exceptional entertainment experience for our customers. It is your responsibility to ensure that customers enter and exit the facility having the best possible experience! A Head Cashier's attitude directly affects how Launch Trampoline Park as a whole is perceived. As a cashier, you have three main functions, selling and processing tickets, verifying waivers, preparing jumpers for their experience.

As Head Cashier you will handle customer complaints, cashier issues and will act as the communicator between floor staff and management. You set the tone at the front counter, you are the first interaction and last interaction that a customer has with our facility. Head Cashiers oversee all functions of the other cashiers working under you.

### **Duties & Responsibilities:**

---

Head Cashier Responsibilities:

- Oversee all other cashiers
- Solve cashier transaction / customer issues
- Complete customer returns when needed
- Ensure all cashiers are adhering to company policies, procedures & protocols
- Set the example for all other cashiers: customer services skills & upselling products
- Receive break schedule from Assistant Manager & break cashiers as needed / necessary
- Assist with new cashier training
- Resolve customer complaints & when needed direct to Assistant Manager
- When needed request Management support via paging system

- Inventory / organize front desk merchandise
- Complete Incident Reports in your area when needed
- Assist / oversee opening & closing duties
- Report / log any and all customer complaints / feedback
- Report to management any product shortages

#### Cashier Responsibilities

- Receive payment by cash, credit cards, vouchers, or gift cards.
  - Timely sale and processing of jump tickets, merchandise, gift cards or other retail items to customers.
  - Greet and assist customers entering the park.
  - Process online booked tickets.
  - Assist customers with waiver completion.
  - Verify new customer waivers.
  - Prepare customer for jumping to include wristbands, footwear (if applicable) and tickets.
  - Keep workstation area clean and organized.
  - Monitor, clean and organize locker room and café seating areas as needed.
  - Report problems with cash registers, customers or facility to head cashier or manager on duty.
  - Responsible for accurate cash and till management for their drawer.
  - Monitor marketing flyer stocks and replenish as needed.
  - Assist with retail sales of merchandise and footwear as needed.
  - Other duties as assigned by management or needed by the business.
  - Complete opening and closing duties.
  - Performs his or her job in a friendly, courteous manner at all times.
  - Promptly informs Head Cashier of any and all customer complaints or comments.
  - Takes messages for the management accurately, always remembering to get the name and phone number of the person leaving the message as well as what the visit is in regards to.
  - Remains diligent and focused during all monetary or credit card transactions so that his or her register is accurate at the end of each shift.
  - Cleans locker rooms according to the schedule.
  - Cleans front desk area, bathrooms, entry way, waiver kiosks, and gaming area according to schedule.
  - Informs Head Cashier immediately of product shortages.
  - Performs other related duties as assigned by the Head Cashier / Manger.
-

## **Qualifications:**

---

- Willingness to be a Team Player and Hard Worker.
- Prior experience as a supervisor is preferred but not necessary.
- Prior experience as a cashier is preferred but not necessary.
- Must be able to communicate clearly with managers but especially with customers.
- Must be able to make quick decisions benefiting the customer and Launch Trampoline Park.
- Be able to reach, bend, stoop and frequently lift up to 25 pounds.
- Be able to work in a standing position for long periods of time (up to 10 hours).