



EMPLOYMENT OPPORTUNITY Head Cashier

Position Title:	Head Cashier
Department:	Business Operations – Your Winner’s World
Salary:	\$ 17.00 - \$ 19.00 per hour (dependant on qualifications)
Term:	Full-time, 40 hours per week/shift work required
Location:	Your Winner’s World - 10574 Highway #3, NS B5A 4A8
Position Reports to:	Manager, Your Winner’s World

GENERAL DESCRIPTION

Wasoqopa'q First Nation (WFN), owns and operates the Your Winner's World facility located in Yarmouth, NS. The facility, provides a gas station, with fuel and furnace oil, VLT's for entertainment, drive thru for tobacco and ancillary services, and a store front location for products and services.

WFN is currently recruiting for a full-time Head Cashier, reporting to the Manager, Your Winner's World, responsible for supporting the overall Management of store operations, including the supervision of employees, maintaining store inventory, and all customer check-out functions, providing excellent quality customer service and public relations to maximize customer satisfaction, adhering to all health and safety regulations and WFN and Human Resources policies and procedures.

DUTIES AND RESPONSIBILITIES

- Provide leadership and supervise employees, including assisting the Manager with recruitment, development, training, and scheduling
- Supports the Manager, in communicating clearly and openly with all employees in accordance with WFN and Human Resources policies and procedures including employee roles and responsibilities, and performance
- Provides, with the Manager, employee shift coverage due to schedule changes and or employee emergencies
- Regularly running the shift, ensuring that shift plans are followed (managing breaks, and shift changeovers) while also undertaking hands on check-out functions for customers
- Serve as the primary point-of-contact for store cashiers responding to cashiers' requests for price checks and other functions to support customer service
- Ensure all employees maintain excellent quality customer service standards
- Build and maintain good working relationships with employees, ensuring that the team works together
- Ensure employees are completing daily checklists and closings at end of each shift
- Customer Relations
 - Support the Manager in demonstrating leadership in public and customer relations, addressing customer inquiries and complaints, maintaining a positive public image, leading and motivating employees to do the same
 - Referring customer complaints that have not been resolved to the Manager, while suggesting potential solutions
- Transactions
 - Maintain, with the Manager, cash management, maintaining receipt of all payments, which can be in the form of cash, debit, and credit card transactions for good or services purchased and or rendered
 - Controls access to cash, ensuring that all store and VLT registers have adequate cash and change at all times
 - Balancing transactions, including balancing and reconciling cash registers, generating accurate individual register reports at the end of every shift
- Health and Safety
 - Ensure, with the Manager, all employees maintain the cleanliness and maintenance of store operations, adhering to cleaning checklists, rules, regulations and inspections



- Ensure, with the Manager that health and safety is maintained in store operations, with the employee compliance of all health and safety policies and procedures, presenting a safe environment for customers
- Ensures the store and property are safe, monitoring video and patrolling assigned areas to guard against theft and vandalism
- Monitor and report all suspicious activity to the local Police department in concert with the Manager
- Regularly monitor the store inventory and provide regular input to the Manager regarding shortages
- Receive orders from vendors and suppliers and ensure orders are stocked
- Handling routine computer related problems
- May perform office and other management duties in the absence of the Assistant or Store Manager
- Adhere to all Wasoqopa'q First Nation (WFN) Policies, Procedures and necessary store procedures, as required
- Other duties, training and activities related to Head Cashier position, as required

EDUCATION, CERTIFICATIONS AND EXPERIENCE

- High school diploma (GED or equivalent will also be accepted)
- Minimum of two-five years of relevant experience in cash handling and customer service or an equivalent combination of education and experience sufficient to successfully perform all the essential tasks of the job
- Knowledge and experience with electronic equipment is an asset (e.g., cash register, scanners, money counters, etc.)
- WHMIS Certification is an asset
- First Aid & CPR Certification is an asset
- Must be bondable
- Criminal record check required upon hiring

ABILITIES, SKILLS AND COMPETENCIES

- Ability to listen and observe behaviour
- Ability to pay attention to small details to detect errors in processes and suspicious activity
- Demonstrated initiative in learning new tasks and improving processes
- Excellent analytical and mathematical abilities with a high level of efficiency and accuracy in money counting
- Effective time management and organization abilities to meet deadlines
- Excellent decision making and problem-solving skills with limited resources
- Excellent interpersonal skills, working with employees, public and WFN members
- Demonstrated leadership skills, including the ability to lead a team in a supportive and inclusive manner
- Strong conflict resolution skills, ability to solve unique situations and problems while keeping positive attitude
- Demonstrated computer skills, e.g., Word, Excel, etc.
- Ability to operate electronic equipment, e.g., cash register, scanners, money counters, etc.
- Committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion

Deadline to Apply: April 30, 2024

Wasoqopa'q First Nation is equal opportunity employer; however, qualified Aboriginal applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission.

Submit Cover Letter and Resume to resumes@acadiaband.ca **Please quote YWWHeadCashier# on your cover letter and indicate your salary expectations for this position.

WFN reserves the right to refuse any and all applications for employment and does not assume candidate expenses related to this recruitment process.

Only candidates selected for an interview will be contacted.