



JOB DESCRIPTION:

Cashier

REPORTS TO: Front of House Manager

FLSA CLASSIFICATION: Full-time, Non-exempt

DATE REVISED: March 2024

DEPARTMENT: Front of House

SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality.

Swamp Rabbit Cafe and Grocery is a showcase for local farmers and food artisans. We buy from over 300 local producers to provide the community with a convenient and fun connection to those producers. We know every farm and every product has a story and we strive to tell the story while maintaining the high quality selection and competitive pricing. The cashier represents Swamp Rabbit Cafe and Grocery interacting with customers.

ESSENTIAL JOB FUNCTIONS

- Quickly but accurately rings up customer products and inputs Cafe food orders
- Efficiently and correctly bags groceries with respect to cold/frozen items, soft produce and bread, and glass items
- Maintains positive, helpful and welcoming demeanor throughout each interaction in this fast paced, high volume environment
- Communicates knowledgeably about seasonal ingredients, Cafe menu specifics and general SRCG facts
- Responsible for fulfilling pastry and draft beer orders following quality, portion and presentation standards
- Assists customers with menu questions and suggestions, maintaining high customer service at all times
- Performs opening and closing duties as scheduled, including cleaning and merchandising the front of house department
- Completes in-house training on alcohol and EBT sales and follows procedures
- Treats customers and co-workers with courtesy and respect
- Makes eye contact and greets customers enthusiastically
- Goes the extra mile to make every guest's experience a great one
- Communicates regularly with managers and co-workers regarding customer input and needs
- Performs opening and/or closing tasks such as cleaning register stations, setting up/breaking down pastry displays and merchandising the que
- Finds efficient use of downtime
- Completes side tasks as directed- including but not limited to: washing windows, doors and appliances; dustings and facing products, administrative work as assigned; cleaning tables; sweeping outside, pricing products
- Takes direction and performs duties assigned by Front of House and and/or SRCG Leadership Team
- Assist fellow employees as needed

JOB REQUIREMENTS

- Must be 18 years of age or older
- Requires flexible hours, weekends are a must
- Customer service experience a plus but not required
- Ability to work outside in all weather conditions including seasonally hot or cold temperatures.
- Must communicate by Paylocity, Slack, and email
- Is an active part of the Swamp Team, adhering to high standards of service, quality, and presentation
- Takes initiative to help any area of the business if possible
- Performs other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management.

ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it.



- Must conduct oneself in an honest, professional and respectful manner at all times.
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service.
- Able to take direction, work independently, and as a member of a team, and able to create working relationships.
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way.
- Must be highly motivated, hard working, and possess a positive, enthusiastic attitude.
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously.
- Must have problem solving skills, be flexible, creative, and able to adapt to change when required.
- Must possess good interpersonal skills and communicate well verbally and in writing.
- Must have reliable transportation and report for work in a timely manner.

ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Constantly	Reach Out/Above Shoulder:	Frequently	Lift 20 pounds or less:	Frequently
Walk:	Frequently	Ascend/Descend Stairs/Ladders:	Occasionally	Lift 20-50 pounds:	Occasionally
Sit:	N/A	Squat or Kneel:	Occasionally	Lift 51-100 pounds:	Occasionally
Handling:	Frequently	Bend:	Occasionally	Lift > 100 pounds:	N/A

DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

PAY AND BENEFITS

- Pay starts at \$14.50 per hour
- Wage increase available if exceeding requirements
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, and vision insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

SRCG has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).