



UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals *for* the following position:

CASHIER/CUSTOMER SERVICE REPRESENTATIVE

JOB SUMMARY

The **Cashier/Customer Service Representative** is responsible for handling customer interactions, processing sales transactions, and maintaining the store's appearance. He or she is responsible for providing excellent customer service, processing payments, and ensuring a positive shopping experience. He or she also play a role in maintaining the store's inventory. This is a full-time position and the position holder reports to the Director of Business Development.

DUTIES AND RESPONSIBILITIES

Customer Service

- Greets customers as they enter the Thrift Store.
- Assists customers with finding items, answering questions, and providing product information.
- Handles returns, exchanges, and complaints.
- Resolves customer issues, ensuring customer satisfaction.
- Recommends items and promotes products.
- Maintains a positive and helpful attitude.

Cashier Duties

- Processes sales transactions using the point-of-sale (POS) system.
- Scans items to ensure accurate pricing.
- Accepts various forms of payment, including cash, credit cards, and gift cards.
- Issues receipts and provides change.
- Balances the cash drawer at the beginning and end of shifts.
- Tracks transactions and reports any discrepancies.

Store Maintenance

- Maintains a clean and organized checkout area.
- Assists with restocking shelves and displays.
- Ensures the store is tidy and presentable.

- Assists with general housekeeping tasks.

Inventory Management

- Assists with inventory counts and organization.
- Keeps track of merchandise and reports low stock levels.

Performs other assigned duties commensurate with the position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A minimum of 5 CSEC O'level passes.
- A minimum of two (2) years' experience in a similar position.
- Knowledge of boutique products will be an asset.
- Experience preparing spreadsheets for inventory and stock data, bar charts, graphs, and graphic design.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and use of point of sale (POS) system, debit/credit card machine, calculator and other machines for transactions.
- A good understanding and working knowledge of MS Excel, Word, and the ability to work with a design program to produce sales promotion documents.
- Knowledge of cheque and bill authentication.
- Good math and computer skills and the ability to handle transactions accurately and responsibly.
- Good telephone etiquette.
- Outstanding customer relation skills and the ability to ensure a customer priority culture.
- Ability to stand for long periods of time during the work shift.
- Ability to work well as part of a team and on individual tasks as well as contribute to a positive work environment.
- Ability to handle customer complaints and resolve issues efficiently.
- Ability to maintain a clean and organized workspace, manage inventory, and track transactions.

OTHER REQUIREMENTS

- Attention to details
- Highly organized
- Good communication and customer service skills, patience and a customer-focused attitude with customers and team members.
- Confidentiality, integrity, dependability, and conscientiousness
- Appropriate and professional appearance and demeanour required
- Commitment to the high moral, spiritual and ethical values of the University

Applications should include a Cover Letter, a detailed Curriculum Vitae, and two (2) written recommendations, including one from current employer. Photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT-OF-SPAIN
TRINIDAD & TOBAGO**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than **July 25, 2025**.

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.