Job Description-Cashier

General Description / Purpose

- Assist the Assistant Sales Manager in the daily operations of the retail store
- Provide superior customer service by assisting customers with range check-in/out, the selection of firearm rentals suited for the customer’s skill level and sell all products including but not limited to: firearms, firearms accessories, ammunition, memberships, courses and all club services
- Greet and acknowledge all customers in a friendly, courteous, professional manner and provide quick, responsive customer service. Answer phones as needed
- Work with Firearms Consultants and all other Cashiers

Work Schedule

- Typical work hours:
  - Facility Hours
    - Mon-Fri: 10am-8pm
    - Sat-Sun: 9am-7pm
  - Opening shifts may be required to begin their shift up to one hour prior to open and closing shifts may be required to work up to one hour after close
  - After hour shifts to accommodate special circumstances, such as physical inventory, special events, or restocking may be occasionally assigned at the discretion of management
  - Schedule may vary from week to week in the best interest of the company, however reasonable schedule preferences may be granted at the discretion of management
  - Hourly Full-time Non-Exempt position estimated at 30-40 hours per week or Hourly Part-time Non-Exempt position estimated at less than 30 hours per week
  - Occasional overtime depending on special events held at the facility with pre-approval from management

Primary Responsibilities

- Understand and respond appropriately to basic customer inquiries
- Primary responsibility is to ensure that customers are being checked-in/out of the gun range in a friendly effective and efficient manner while ensuring a premium customer service experience
- Knowledge of company’s mission, purpose, and goals
- Ability to operate retail equipment in a safe and effective manner -- cash registers, inventory scanners, telephones, paging system, range equipment, etc
- Ability to operate, demonstrate and explain merchandise -- Understand and be proficient in restricted and non-restricted sales, refunds/returns, consignment, gift cards, Member and Non-Members use of the facilities
- Stay current on product knowledge, general firearms laws and safety procedures
- Understand and be proficient in firearms sales and forms as required by Federal and State and Local laws; Form 4473, Multiple Handgun Sale (MHS) Form, Call procedures and Response Implications
- Knowledge of gun rentals, range equipment and basic gunsmithing services
• Knowledge of all rental machine guns and the ability to demonstrate their operation to customers while supervising the machine gun rental
• Dress appropriately for position adhering to facility dress code
• Other duties as assigned

Essential Knowledge, Skills, & Education

• Basic reading, writing, and arithmetic skills required. High school diploma or equivalent
• 1 Year Retail experience or ability to pass the Facility’s Product Knowledge test
• Ability to meet & exceed sales goals -- proven Sales Success
• Strong drive & competitive nature
• Self-motivated & exceptional organizational skills
• Great Customer Service, communication, and organizational skills
• Must be able to multitask
• Ability and willingness to work cooperatively with others
• Knowledge of Microsoft Office products and telephone protocol
• Complete an annual shooting qualification
• Ability to legally obtain a Florida Concealed Weapons Permit within the 90-day probationary period
• High degree of discretion dealing with confidential information

Physical Job Requirements

• Stand and/or sit continuously and perform job functions for a full shift with meal break.
• Physically able to stand, bend, stoop, kneel, reach, twist, lift, push, pull, climb, balance, crouch, handle, carry and move items up to 50 pounds with or without reasonable accommodation
• Visual acuity corrected to perform job functions. Ability to distinguish color to perform job functions.
• Ability to hear and respond appropriately to facility commands.

This position reports to the Assistant Sales Manager. Additional duties may be assigned and this job description may change without notice at the discretion of management.