



Counter Clerk

Starting at \$10/hr DOE + tips

LOCATION

Helena, MT

JOB TITLE

Counter Clerk, Cashier

SCHEDULE

The Hopper is open 11:00 a.m. – 9:00 p.m. Tuesday through Sunday, or as otherwise determined by management, including off-site and special events as needed.

- 4 – 8 hr. shifts
- 12 – 35 hrs./week
- Holidays
- Weekend availability preferred

JOB SUMMARY

You are the face and facilitator of The Hopper. At attention and ready for anything, Counter Clerks foster a positive experience for everyone who walks through the door. You educate our guests, recommend your favorite items, and see to it that sales are fulfilled in a speedy and satisfactory manner. The customer may not always be “right,” but you see to it that they are always appreciated and treated with respect and empathy. You recognize that every transaction is an opportunity to exceed expectations and build loyalty with customers, and your enthusiasm is contagious.

JOB RESPONSIBILITIES

- Welcomes and educates guests on unique scratch-made, locally-sourced, and carefully curated offerings available at The Hopper
- Facilitates friendly, quick and accurate financial transactions
- Operates advanced point of sale system and maintains balanced cashier register
- Memorizes and comprehends relevant information
- Initiates orders and monitors status of orders through point of sale system
- Customizes both in-house and to-go orders according to needs
- Stocks and rotates market merchandise and completes assigned side work
- Maintains safe and sanitary workplace
- Promotes positive and fun atmosphere

QUALIFICATIONS

- Math, financial and cash handling competencies
- Interpersonal communication and active listening skills
- Sense of urgency, adaptability and ability to multi-task
- Conflict resolution skills
- Attention to detail
- Problem solving and technology troubleshooting
- Professionalism and positivity

EXPERIENCE & CERTIFICATIONS

- Montana Alcohol Server Certification preferred
- Food Handler Certification preferred

WORK ENVIRONMENT

This job operates in a fast-paced setting in both the front-of-house and back-of-house. Applicants must have the physical stamina to stand for long periods of time, move rapidly, bend, twist, turn frequently, and assist where needed. Applicants must also carry heavy items; constantly lift or carry up to 10 lbs.; frequently lift or carry 11-25 lbs.; and occasionally lift or carry 21-100 lbs.

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