

TERMS OF REFERENCE – SALES CLERK (CASHIER)

1. POST DETAILS

Post: Sales Clerk (Cashier)
Contract Duration: Permanent.
Department: Sales Department
Division: Sales & Marketing

2. REPORTING RELATIONSHIPS

The Sales Clerk will report to the Front Office Manager and work closely with the sales team, finance team, and other relevant departments to ensure accurate processing of sales transactions, efficient handling of customer payments, and smooth daily operations of the optical showroom.

3. OVERALL RESPONSIBILITIES

The Sales Clerk is responsible for processing sales transactions, receiving payments, issuing receipts, maintaining accurate cashiering records, and providing courteous customer service at EyeCare Optical. The role ensures the accuracy of financial transactions, proper handling of cash and electronic payments, and compliance with company policies and procedures while supporting the overall operations of the showroom.

4. SCOPE OF WORK

1. Cashiering and Payment Processing

- Operate cash registers and Point of Sale (POS) systems to process sales transactions accurately and efficiently.
- Receive payments through cash, credit cards, debit cards, and other approved payment methods.
- Issue receipts and ensure all transactions are recorded accurately in the optical software and relevant insurance portals.
- Verify payment amounts, discounts, refunds, and other transaction adjustments in accordance with company policies.
- Ensure the proper handling, safekeeping, and handover of cash and payment records.

2. Cash Reconciliation and Record Keeping

- Maintain accurate records of daily sales, cash collections, and other cashiering transactions.
- Perform daily cash reconciliation and report any discrepancies to the Front Office Manager.
- Ensure that all transactions are supported by the necessary documentation.
- Assist in preparing daily sales summaries and cashiering reports when required.
- Coordinate with the finance team regarding transaction discrepancies, payment records, and other cashiering-related matters.

3. Customer Service and Sales Support

- Welcome customers and provide courteous assistance with general inquiries regarding products, services, pricing, and promotions.
- Assist customers with payment-related inquiries and resolve transaction issues professionally.
- Provide basic information on frames, lenses, accessories, and available promotions when required.
- Coordinate with the sales team to ensure smooth completion of customer purchases.
- Support the team in maintaining a positive customer experience throughout the purchasing process.

4. Operational Support and Compliance

- Assist in maintaining the cleanliness and organization of the cashier counter and showroom.
- Follow established procedures for handling cash, payment records, refunds, and other financial transactions.
- Maintain confidentiality when handling customer information, payment details, and financial records.
- Comply with company policies, standard operating procedures, and applicable health and safety guidelines.
- Assist colleagues with general showroom activities during busy periods, as required.

5. QUALIFICATIONS AND EXPERIENCE

- Minimum of 3 A-Level passes, including English, Dhivehi, and Mathematics.
- Minimum 1 year of work experience in customer service.

OR

- Minimum of 3 O-Level passes, including English, Dhivehi, and Mathematics.
- Minimum 2 years of work experience in customer service

6. DESIRED SKILLS AND COMPETENCIES

- Basic numerical and mathematical skills with strong attention to detail.
- Ability to handle cash and process electronic payments accurately.
- Basic computer literacy and ability to operate POS systems and relevant software.
- Good communication and customer service skills.
- Honesty, integrity, and a responsible approach to handling financial transactions.
- Strong organizational skills and the ability to maintain accurate records.
- Ability to identify and report transaction discrepancies.
- Ability to work under pressure and manage transactions efficiently during busy periods.
- Teamwork, flexibility, and a willingness to support other staff members.

7. WE OFFER

- Competitive salary of MVR 9,500 to 13,000, based on qualifications and experience.
- Hands-on experience in sales, cashiering, and customer service within the optical industry.

- Practical training in retail operations and financial transaction handling.
- A supportive learning environment with professional development opportunities.
- Potential career growth within the company.
- Overtime payment, where applicable, in accordance with company policy.