

Casuarina, WA - Refund Clerk - Part Time

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Company: Costco Wholesale

Location: Casuarina

Category: transportation-and-material-moving

Costco Casuarina -WA Part Time Position Minimum 24 hours per week Rotating roster which will include weekend and starts from 5am or finishing as late as 11pm

Position Summary

Processes membership and merchandise returns by members for cash or credit. Writes or keys information for disposition tags on nonsalable merchandise and price adjustments, researches items past price and warranty information, gets verification, and approvals when necessary and rings up returns on cash register. Documents customer adjustments performed. Assists at the membership counter with sign-ups, renewals, etc. Provides prompt and courteous member service to all members. Follows proper safety and security procedures and standards.

Job Duties/Essential Functions

Researches returned merchandise for item number, past and current price, department number, and warranty information

Writes or keys information in register system for disposition tags on non-saleable items, slip-prints in register, and attaches to items

Writes or keys information for price adjustment slips, slip-prints in register, and retains the information

Issues refunds by cash or credit card and attaches return receipts to merchandise

Maintains large register fund in organized manner

Corrects ringing errors for members, with approval of supervisor

Collects or refunds monetary difference

Follows proper departmental procedures for documentation and performance of duties, such as obtaining supervisorsignatures when necessary and signing all register receipts

Obtains Majors Sales Assistant approval

Tests returned diamonds, gets Majors Sales Assistant approval on returns from Majors area

Calls for immediate lock-up of security items

Assists at membership counter with membership sign-ups, renewals, replacement cards and temporary cards

Counts register at sign on and ensures the register's cleanliness

Makes witnessed drops/deposits of excess funds to the vault, orders cash increases, and counts own register at shift end to maintain accurate register funds

Receives accurate payment for merchandise; makes change; processes credit and debit charges according to proper departmental procedures for paperwork

Follows proper Membership and general safety and security procedures and standards

Assists in other departments of the warehouse as necessary

Provides prompt and courteous service to members, employees, and suppliers. Ability to operate vehicles, equipment or machinery

Computer, camera, printer, phone, card printer, copier, credit/debit terminal, hand-held scanner, carts, flatbeds, cash register, cash machine.

Qualifications (Costco-specific or industry specific skills that candidates should possess):

Education/Training: High School Certificate or higher

Knowledge/Skills: Membership, customer service, sales or comparable experience

Basic math skills

Other Skills and Abilities: None

Other specific requirements:

Satisfactory Criminal Record Check

Full COVID-19 vaccination or medical contraindications certificate

* If successful, you will be required to undertake role & department specific training within specified timeframes

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