

CU Hawaii LLC

Job Title: CU Store Lead

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Operations

Reports To: Store Manager

Job Summary

The Lead at CU Hawai'i is an experienced Store Associate entrusted with additional responsibility for financial accuracy and Point of Sale (POS) oversight. Leads work alongside Store Associate to serve customers, stock merchandise, and maintain store standards, while also supporting cash handling, register balancing, and transaction accuracy. This role provides dependable support during daily operations and helps ensure smooth shifts and consistent service.

Key Responsibilities

****Customer Service & Sales****

- Greet customers with a positive attitude and assist with purchases
- Operate cash registers, handle cash/transactions, and promote CU rewards programs
- Address customer inquiries and resolve issues in a professional manner

****Food & Beverage Service****

- Prepare and serve food and beverages following CU safety and quality standards
- Follow food safety procedures and health code requirements
- Maintain cleanliness and readiness of all foodservice areas

****Stocking & Inventory****

- Receive, check, and stock merchandise according to CU stocking checklists
- Ensure proper rotation, labeling, and placement of dry and fresh products
- Support pre-stocking, stocking, and inventory verification processes

****Store Maintenance****

- Uphold cleanliness and safety standards throughout the store
- Perform daily opening and closing duties per CU operations checklist

****Compliance****

- Adhere to CU Hawai'i policies and procedures, including permits and licenses compliance
- Follow operational checklists for health, safety, and inspection readiness

****Added Lead Responsibilities****

- Accurately handle cash, credit, and digital transactions
- Monitor and support POS use to ensure accuracy and compliance
- Assist with daily cash counts and register reconciliation
- Provide guidance to crew members on POS transactions and financial procedures

****Qualifications****

- Positive and customer-focused attitude
- Accuracy and integrity in handling money and transactions
- Prior retail or cashier experience preferred
- Strong communication and teamwork skills
- High school diploma or GED
- Ability to multitask, work in a fast-paced environment, and lift up to 50 lbs
- Food handler's certification (required prior to first shift)

Supervisory Responsibilities

This job has no supervisory responsibilities.