CU HAWAII JOB DESCRIPTION

Job Title: Cashier Clerk
Employment Type: Full-Time
FLSA Status: Non-exempt
Reports To: General Manager

Job Summary

The Cashier Clerk provides counter service at CU Hawaii's Fort Ruger location, a take-out restaurant serving bentos, musubis, poke, and poke bowls for breakfast, lunch, and dinner. This role takes food and drink orders at the counter, processes payments, and fulfills orders quickly and accurately, including staffing the poke counter. The Cashier Clerk also supports the kitchen with light prep duties such as building and refilling sauces, preparing garnishes, and prepping salads. This is a full-time position with a regular work schedule of 30 or more hours per week.

Key Responsibilities

Counter Service & Order Taking

- Greet customers promptly and take accurate food and drink orders at the counter, answering menu questions and making recommendations.
- Answer the phone and take accurate phone-in orders.
- Address customer questions, concerns, or requests promptly and professionally, escalating to management as needed.

Payment Processing

- Operate the point-of-sale (POS) system to enter orders and process cash, card, and digital payments accurately.
- Handle cash drawer responsibilities, including accurate counts and reconciliation as assigned.

Order Fulfillment

- Staff the poke counter, portioning and serving poke and poke bowl orders to recipe and portion standards.
- Prepare and serve non-alcoholic beverages.
- Assemble, package, and check orders for accuracy and completeness, and hand them off promptly to customers, including phone-in orders ready for timely pickup.
- Coordinate with kitchen staff to ensure orders are ready on time throughout breakfast, lunch, and dinner service, 8:00 AM–8:00 PM.

Counter Maintenance & Light Prep

- Restock the counter, packaging, utensils, condiments, and beverage supplies throughout the shift.
- Maintain cleanliness of the counter, customer waiting area, and front-of-house areas, including floors and restrooms as assigned.
- Pre-build and refill sauces to recipe standards throughout the shift.
- Create garnishes and prep salads according to recipe and presentation standards.

- Follow food safety and sanitation procedures when handling and prepping food items.

Qualifications

- Previous experience in a cashier, counter service, or related restaurant or retail role preferred but not required.
- Friendly, customer-focused attitude with strong communication skills.
- Ability to multitask and stay organized in a fast-paced, high-volume environment.
- Basic math skills for cash handling and POS operation.
- Current Hawaii Food Handler Certification (or ability to obtain before first shift).
- Able to stand and walk for extended periods, up to a full shift, and lift up to 25 lbs.
- Comfortable working near poke and raw fish and following related food safety practices for poke counter duties.
- Flexible scheduling and open availability, including early mornings, evenings, weekends, and holidays.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Benefits

- PTO and paid company holidays including Floating Holidays
- Choice of HMSA/HDS or Kaiser health insurance coverage
- 401(k) plan with company match
- Opportunities for professional advancement with a growing company