

Charging Party: Charles Ford
Respondent: Home Depot U.S.A., Inc.
Charge No.: EEOC #420-2021-01744

Exhibit A
Cashier Job Description



Job Title

Cashier

Cashiers play a critical customer service role by providing customers with fast, friendly, accurate and safe service in processing their transactions. With the use of an electronic scanner, Cashiers are involved in processing cash, credit or debit transactions. Associates in this position must be able to multitask by monitoring lines, register equipment as well as entrances and exits. Each associate has the responsibility of providing a safe working and shopping environment by following all safety policies and standards, completing specified safety training, immediately correcting hazards and unsafe conditions or reporting conditions to the Manager on Duty, and working safely as not to endanger themselves, co-workers, vendors, or customers.

Key Responsibilities and Tasks

Key Responsibility	Tasks
Serve Customers	Provides customers with a friendly checkout experience using customer service standards (i.e., friendly greeting, smiles, makes eye contact, and engages with customers)
	When not helping a customer at checkout, proactively approaches customers to expedite traffic flow and prevent lines of two or more from forming.
	Multi-tasks to monitor lines, register equipment, customers and checkout lanes to ensure efficient and friendly checkout.
	Utilizes tools such as Mobile Point of Sale and Backup Cashiers to prevent lines from forming.
	Gives customers your full attention throughout the transaction and thanks every customer, every time and including "We appreciate your business."
	Assesses the customer's need for loading assistance, taking into consideration the merchandise purchased as well as other environmental factors.
	Assists customers by providing information and resolving any issues and immediately involves the Manager on Duty (MOD) if customer remains unsatisfied.
Process Transactions	Receives payment by cash, check, credit cards, vouchers, automatic debits, Paypal, store credit or gift cards.
	Issues receipts, refunds, credits, or change due to customers.
	Identifies prices of goods or services and tabulate totals using calculators, cash registers, or price scanners.
	Monitors checkout stations to ensure that they have adequate cash available.
	Follows the SOPs for checkout process regarding cash handling procedures to ensure fast and accurate checkout.
	Processes merchandise returns and exchanges.
Build Knowledge and Skills	Verifies register and completes the appropriate paperwork at closing.
	Proactively seeks knowledge on products and services.
Security	Maintains current knowledge of all policies and procedures affecting the Front End of the store.
	Works with front end and department supervisor to develop long and short term SMART goals (Specific, Measurable, Attainable, Realistic, Timely).
	Ensures registers are not left unattended without logging off the register, turning off the register light and securing the register lane.
	Watches for items that need to be deactivated (e.g., high priced items).
	Monitors all entrances and exits, request proof of payment when necessary and notifies management when there is a problem.
Safety	Communicates with vault personnel when using the tube system.
	Pays close attention to alerts and messages at register and audio messages at lanes.
	Repos any incident, accident or unsafe conditions to the Manager on Duty in a timely manner.
	Utilizes department specific safety standards to help ensure a safe environment.
	Reviews displays and overheads for safe display/storage of merchandise and verifies that merchandise safety restraints are in place.
	Completes specified safety training courses.
	Uses proper PPE (Personal Protective Equipment) and safe lifting and handling techniques.
	Works safely and reports Associates who are acting in an unsafe manner.
	Offers assistance to customers who are shopping in an unsafe manner (e.g. ask the customers not to climb ladders for merchandise - allow Associates to retrieve the merchandise for them).
Uses only approved safety knives.	
Maintains a clean and orderly checkout area and keeps work area free from clutter to avoid injury to Associates and Customers.	



Job Title

Cashier

Understands and follows Hazardous Materials guidelines as described in SOP.
Understands security pages and procedures such as "Code Adam."

Physical Job Requirements

Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving merchandise.

Responding to public address system announcements, including customer services calls, pages, radios and general information.

Moving around the store and be able to assist customers.

Identifying and reading reports, tickets and UPC labels.

Recognizing, identifying and using merchandise and necessary reports.

Standing for long periods of time and moving around the store to assist customers.

Frequently requires the ability to lift and move heavy and bulky items without assistance.

Working Conditions

Associates may encounter an uneven walking surface due to temporary cracks in the floor.

Associates may have exposure to dust, gas fumes emitted by power equipment, and noise.

Associates may be exposed to external weather conditions, drafts and interior temperature changes, and slippery floors.

Associates may handle merchandise, supplies, and tools with sharp edges or that contain hazardous materials.

Minimum Requirements

Must be 18 years or older

Must be legally permitted to work in the United States

Preferred Qualifications

Prior retail experience

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Exhibit B
Head Cashier Job Description




Job Title
Head Cashier

Head Cashiers support three primary store priorities: Customers First, In Stock, and Store Appearance. Head Cashier support Customers First by overseeing operations on the Front End including the Lot. Head Cashiers ensures Cashiers and Lot Associates provide customers with fast, friendly, accurate and safe service. Head Cashiers supports Cashier by expediting price checks, approving Point of Sale Transactions and markdowns for mainline registers, Self Checkout, Returns, Pro Desk, Special Services, and Tool Rental. Further Head Cashiers assist in the supervision, coaching and training of other Front End Associates. Head Cashiers support In Stock initiatives by overseeing customer returns and ensuring that policies and procedures are followed to minimize shrink. Head Cashiers support the Store Appearance priority by ensuring the Front End is a clean and products are re-stocked as necessary. Each associate has the responsibility of providing a safe working and shopping environment by following all safety policies & standards, completing specified safety training, immediately correcting hazards & unsafe conditions or reporting conditions to the Manager On Duty, and working safely as not to endanger themselves, co-workers, vendors, or customers.

Key Responsibilities and Tasks

Key Responsibility	Tasks
Support Customers First Priority	Monitor customer throughput as priority -- ensuring that sufficient POS stations are available at all times. Maintain lines no longer than one at the register plus two more waiting
	Call Back-up Cashiers (or fulfill the duties of a Cashier) as necessary and assign them to predetermined registers
	Ensure through observation and coaching that all associates greet the customer and give full attention throughout the transaction including thanking each one of their customers by saying, "Thank You for Shopping The Home Depot."
	Ensure that Cashiers assess the customer's need for loading assistance taking into consideration the merchandise being purchased as well as other environmental factors
	Ensure that Lot Associates are available to provide loading assistance for customers as needed
	Handle customer complaints using the HEAT (Hear, Empathize, Apologize, and Take responsibility) method, involving management as necessary
	Acknowledge and make eye contact with customer when responding to a call for assistance/approval from a Cashier
Supervise Associates	Oversee operations of Front End including Self Checkout, Lot and all remote register locations
	Confirm daily listing of schedules and breaks for Cashiers, Lot Associates and Back-up Cashiers and make adjustments throughout the day as necessary
	Ensure that Front End Associates follow SOP regarding cash handling procedures, including Self Check Out
	Ensure that Cashiers assigned to Self Checkout (if applicable) are actively monitoring notification messages at the Cashier Station and assessing the situation prior to over riding
	Ensure Lot Associates are maintaining the Parking Lot and other areas outside the store (e.g., ensure shopping carts are clean and available for customer use)
	Approve all POS transactions requiring intervention following Front End SOP (e.g., respond immediately to requests for check approval, suspend approval, Self Checkout authorization (if applicable), etc.) to minimize customer wait time
	Approve markdowns according to SOP
	Drive awareness of current promotions with Front End Associates Maintain current knowledge of policies and procedures affecting the Front End
Training and Development	Train, coach and develop associates' customer service skills
	Train Cashiers to recognize "What is a Line" and call the Head Cashier when lines form and ensure Cashiers, including those at Self Checkout, are inviting customers into their line if no one else is waiting
	Assist the FES in certifying new Cashiers (including Returns, Self Checkout)
	Support training of associates on policies and procedures pertaining to Front End operations (e.g., standard checkout processes including change requests and strip deposits)
	Obtain Head Cashier curriculum from the FES or the HRM to determine classes required to effectively perform assigned duties
	Provide input into performance appraisals of Cashiers
	Provide associates with coaching, guidance and encouragement needed to take on higher levels of responsibility within store
	Determine your short and long term goals, and work with the FES and HRM to develop a SMART (Specific, Measurable, Attainable, Realistic, and Timely) game plan
Support In Stock and Store Appearance Priority	Maintain a security orientation (e.g., work with Loss Prevention Supervisor, log alarms)
	Ensure registers are not left unattended without Associates logging off the register, turning off the register light and securing the register lane
	Ensure that all entrances and exits are appropriately monitored, instructing Front End Associates to request proof of payment when necessary
	Watch for items that need to be deactivated (e.g., high priced items)
	Ensure that Front End Associates are familiar with and follow Sensormatic Log requirements and the proper approach method
	Maintain Front End stock on a daily basis to ensure products are available Clean and dust displays and review merchandise presentation

	Job Title
	Head Cashier
Key Responsibility	Tasks
Safety	Adhere to major & minor work rule policies regarding safety detailed in the "Code of Conduct" and use Safety Apron Cards to ensure a safe environment
	Report any incident, accident, or unsafe conditions to the Manager on Duty in a timely manner
	Review displays and overheads for safe display/storage of merchandise and verify that merchandise safety restraints are in place
	Complete specified safety training courses
	Use proper PPE (Personal Protective Equipment) and safe lifting techniques
	Offer assistance to customers who are shopping in an unsafe manner (e.g., ask customers not to climb ladder for merchandise -- allow an associate to retrieve the merchandise for them)
	Ensure that Front End Associates use only approved safety knives
	Ensure that Front End Associates keep their work area free from clutter to avoid injury to associates and customers
	Ensure that Front End Associates are aware of and following Hazardous Materials guidelines and are aware of the location and use of the Spill Kit
Ensure that Front End Associates are familiar with security pages and procedures such as "Code Adam"	
Physical Job Requirements	
Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving merchandise.	
Responding to public address system announcements, including customer services calls, pages, radios and general information.	
Moving around the store and be able to assist customers.	
Identifying and reading reports, tickets and UPC labels.	
Recognizing, identifying and using merchandise and necessary reports.	
Standing for long periods of time and moving around the store to assist customers.	
Frequently requires the ability to lift and move heavy and bulky items without assistance.	
Working Conditions	
Associates may encounter an uneven walking surface due to temporary cracks in the floor	
Associates may have exposure to dust, gas fumes emitted by power equipment, and noise	
Associates may be exposed to external weather conditions, drafts and interior temperature changes, and slippery floors	
Associates may handle merchandise, supplies, and tools with sharp edges or that contain hazardous materials	
Minimum Requirements	
Must be 18 years or older	
Must be legally permitted to work in the United States	
Preferred Qualifications	
Prior supervisory experience	
Prior retail experience	

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Exhibit C
Coaching issued to Mr. Ford dated February 1, 2020

Documented Verbal Discussions
dated February 20, 2020 & March 27, 2021

FORD, CHARLES

CASHIER

Manager: JOSHUA WILLIAMS

STORE MANAGER

Evaluated By: JOSHUA WILLIAMS

STORE MANAGER

Associate Behavior

Organization: USA Store 0884 (JOSHUA WILLIAMS)

Location: DECATUR STORE - 0884

2/1/2020 - 2/2/2020

Completed On: Feb 1, 2020 1:53 PM

Disciplinary Action

Reason: Coaching (United States of America)

Reason for Disciplinary Action

Please indicate the Disciplinary Action sub-reason

Failing to behave in a professional manner when dealing with fellow associates, customers, or vendors.

Disciplinary Action Details

Please provide details related to this disciplinary action.

Manager Evaluation:

Charles inputted "Eat Me" into the associate name when register prompted to be entered on 2 separate occasions.

Improvement & Action Plan

Improvement and Action Plan

Manager Evaluation:

Charles is to refrain from this unprofessional behavior going forward.

Acknowledgement

Entered By:

FORD, CHARLES

Date :

Status :

Comment :



Note about: CHARLES FORD
Recorded on: 02-20-2021
Recorded by: CHRISTY MCCUTCHEON

Associate Information

Associate ID

137360525

Associate Name

CHARLES FORD

Job Title

CASHR

Location

0884

Department

CASHIERS/REFUNDS

Hire Date

01-28-2019

Associate's Manager Name

JOSHUA WILLIAMS

Note Information

Date of Note

02-20-2021

Type of Note

Verbal Performance Discussion

Note Contents

Spoke with Charles about watching markdowns. He gave \$150 for a promo we are running and then it took an additional \$150 for the promo. In the end we gave \$300 off when it should have been only \$150 for the promo. I instructed him to hit the total button before doing any markdowns. He said he understood.



Note about: CHARLES FORD
Recorded on: 03-27-2021
Recorded by: CHRISTY MCCUTCHEON

Associate Information

Associate ID		Associate Name	
137360525		CHARLES FORD	
Job Title	Location	Department	Hire Date
CASHR	0884	CASHIERS/REFUNDS	01-28-2019
Associate's Manager Name			
JOSHUA WILLIAMS			

Note Information

Date of Note	Type of Note
03-27-2021	Verbal Performance Discussion

Note Contents

Spoke with Charles about leaving his register. He is not to leave register and should call FES/HC if he needs help. He has been spoken to about this by head cashiers and I wanted to make a note of it.