Cash Supervisor

vbs apparel (also known as Volleyball Stuff) is seeking an experienced Cash Supervisor to oversee the cash operations for the 2026 Nationals event. Reporting to the Event Manager, the Cash Supervisor will be responsible for managing the checkout team, ensuring a smooth and efficient checkout process, troubleshooting POS issues, and maintaining a high level of customer service throughout the event. This position requires leadership skills, strong customer service orientation, and the ability to handle operational challenges in a fast-paced environment.

Responsibilities:

- Lead and manage the cashier team to ensure efficient operations.
- Provide support during busy periods, stepping in to operate the POS system as needed.
- Oversee accurate processing of all cash transactions.
- Monitor cash drawers, conduct regular audits, and ensure discrepancies are promptly addressed.
- Prepare daily cash reconciliation reports and assist with end-of-day cash deposits.
- Provide exceptional customer service, addressing transaction-related inquiries or issues.
- Enforce return/exchange policies, ensuring fair and consistent application.
- Ensure all cash handling equipment (POS systems, cash drawers) is functional and well-organized.
- Report on any equipment issues to the Event Manager.
- Collaborate with the Event Manager to manage checkout flow, especially during peak times.
- Facilitate team breaks to ensure coverage and maintain efficient operations.
- Restock supplies such as bags, thank you cards, and accessories to keep checkout stations organized.
- Enforce company policies related to cash handling and ensure compliance with legal standards.
- Monitor cash handling areas to maintain a secure environment and prevent theft or fraud.
- Report operational issues, performance updates, and challenges to the Event Manager in a timely manner.
- Help with booth set-up and tear-down at the beginning and end of the event.

Qualifications:

- Previous experience in cash handling, retail, or event operations preferred.
- Strong leadership and organizational skills.
- Experience with POS systems and troubleshooting technical issues.

- Excellent communication and customer service skills.
- Ability to manage high-pressure situations and lead a team in a fast-paced environment.
- Strong attention to detail and ability to handle cash and payments accurately.
- Flexible schedule and availability to work during event hours

Additional Notes:

- This position is temporary and will be active during the 2026 Nationals event which will be held at the BMO Centre, Calgary.
- Hours will vary depending on the event schedule.
- Physical requirements include standing for extended periods and light lifting.

Pay Rate & Availability:

Pay Rate: $25/hour

Required Availability: May 18-31 (7 to 10-hour shift each day), plus virtual or in-person training sessions in advance of the event to be scheduled following successful application (approximately 2 hours).

Estimated Total Hours: 126 hours (subject to change based on event schedule)

How to Apply:

Please submit your cover letter and resume to nationals@volleyballstuff.net with the position title in the subject line.

We appreciate all applicants; however, only those selected for an interview will be contacted.