

Job Description

Title:	Customer Service Representative	Department:	Retail Operations
Supervisor:	Store Manager	Effective Date:	December 2008
Status:	Hourly	FLSA:	Non-Exempt

SUMMARY: The Customer Service Representative (“CSR”) is an employee who maintains and operates the Company-owned retail facility in a safe, customer focused and profitable manner.

MINIMUM QUALIFICATIONS:

- High School diploma or GED preferred.
- Experience in retail sales preferred.
- Ability to work with the equipment, tools and materials listed below.
- Ability to perform essential duties and work in the conditions described below.
- Ability to work as scheduled and arrives on time.
- Ability to communication (orally and in writing) in English.
- Ability to perform basic arithmetic operations.
- Ability to work alone whenever necessary.

ESSENTIAL JOB DUTIES:

Note: The list below has some of the essential duties, responsibilities and functions of the CSR position and the minimum mental/physical requirements.

- Ring up all sales on cash register properly and accurately, handling money and other types of payment received for products sold.
- Provide prompt, courteous customer service; handle complaints quickly and tactfully.
- Use suggestive selling techniques to maximize sales while maintaining excellent customer rapport.
- Perform job duties safely; follow all safety rules and policies.
- Perform multi-function operation of POS (register), lottery machine, phone card machine, EBT, money order machine and Western Union equipment.
- Perform cleaning duties necessary to maintain site cleanliness inside and out; basic upkeep and/or cleaning of all equipment in the site.
- Assist in maintaining proper inventory levels and shift closeouts.
- Perform all duties and minimal supervision and may be required to work irregular work hours, attend job-related meetings and other duties as assigned.
- Comply with Retail cleanliness, grooming and uniform policies and standards.

- Notify store management of any observed dishonestly by customers, vendors or store employees; follows vendor check-in procedures; follows Company policies for confronting shoplifters; follows cash handling procedures to prevent losses.
- Complete all required orientation and training.

PHYSICAL FUNCTIONS:

- Ability to stand and/or walk for an entire shift.
- Ability to occasionally lift and/or carry up to 30 pounds from ground to overhead up to 30 minutes of workday (i.e., assisting in stocking/maintaining inventory levels) with appropriate safety equipment.
- Ability to occasionally lift and/or carry up to 60 pounds from ground to waist level as needed (i.e., to replenish fountain syrups).
- Ability to occasionally lift and/or carry up to 50 pounds from ground to waist level up to 30 minutes of workday (i.e., stocking/maintaining inventory).
- Ability to occasionally push and pull with arms up to a force of 20 pounds (i.e., utilizing a hand-truck).
- Ability to occasionally bend at waist with some twisting up to one hour of workday.
- Ability to occasionally grasp, reach and manipulate objects with hands up. (This work requires eye-hand coordination, and may require bilateral coordination of hands up to 4 hours of workday.)
- Ability to occasionally climb a ladder to store or retrieve materials, and/or place or remove signs.

WORKING CONDITIONS:

- Employee performs approximately 95% of work indoors.
- Be exposed to intermittent indoor cold temperature extremes when working in walk-in cooler or freezer.
- Be exposed to intermittent noise (i.e., cash register and telephone).
- Work in small spaces at times; work alone.
- Work with minimal direction and periodic supervision.

EQUIPMENT, TOOLS AND MATERIALS:

- Employee utilizes the following electronic equipment: Telephone, POS (cash register), lottery machine, money order machine, phone card machine, EBT machine, Western Union Equipment, microwave, grill, nacho machine, etc.
- Employee utilizes the following manual equipment: Flat card, hand-truck, grocery basket, rubber gloves, mop, broom and degreaser/defoamer.
- Employee handles liquids, cloth, plastic, glass, paper, rubber and cleaning solvents.

The job requirements list is not a complete description of responsibilities, but the list reflects the general qualifications, duties and/or responsibilities necessary to perform this position. The Company reserves the right to revise the job description when circumstances are necessary for reasons like, but not limited to, new systems, technical developments, emergencies, workload and/or personnel changes.