



JOB POSTING
CUSTOMER SERVICE SPECIALIST
Reports to: Store Manager Dept: Retail Store

JOB SUMMARY: The Customer Service Specialist manages all functions of the customer service desk and acts as main point of contact for customer service.

DUTIES & RESPONSIBILITIES: Serve retail customers by providing information; responding to requests; resolving problems, processing merchandise returns and leading POS Cashier Team.

Specifically,

- Process all “ship-to-store” merchandise by contacting customer, processing related paperwork, utilizing MOL and completing online information.
- Establish and maintain a Rebate Center.
- Establish and maintain raincheck processes.
- Occasional miscellaneous responsibilities include propane tank exchange, completion of DNR Licenses and key cutting.
- Act as main store contact by answering and dispatching telephone calls from Retail Ring Group at specified times.
- Process all customer merchandise returns.
- Lead Point of Sale Cashier Team by working with Store Manager for scheduling of staffing levels, training new hires, coaching and reviewing of mistakes, and corrective actions, as needed.
- Maintain clean and orderly checkouts and front end of store.
- Assign duties to cashiers during slower times to ensure cashiers remain busy throughout shift.
- Oversee ordering of food items at checkouts, work with vendors to maintain stock and collaborate with Retail Purchasing Specialist, as needed.
- Complete all related reports, including closing open tickets twice a week, and RTTR lines.
- Use Signmaker, make business cards as needed.
- Adhere to all Company and Retail Store policies, procedures and practices, hold POS Cashier Team accountable to same.
- Days and hours of work vary by schedule Saturday through Friday. Evening and weekend work may be required as schedule demands. Occasional overtime may be required.
- Performs all other duties as assigned.
- Regular attendance is an essential function of this position.

EDUCATION & EXPERIENCE and SKILLS & QUALIFICATIONS:

1. High school diploma or equivalent.
2. Minimum of 3 years previous management responsibility over retail customer service counter, preferred.
3. Prior experience in DIS and Eagle, preferred.
4. Possess excellent written, verbal and interpersonal communication skills.
5. Possess strong attention to detail and excellent organizational skills.
6. Proficient computer skills including Microsoft Excel, Outlook and Word.
7. Ability to collaborate and work as part of a team to maintain positive customer and co-worker relationships.
8. Ability to conduct oneself calmly and in an ethical manner, with integrity to be honest; to be accountable and take responsibility for scheduled work times; and to be dedicated to the job with a strong work ethic and positive attitude.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing. The employee must frequently lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**TO BE CONSIDERED FOR THIS OPPORTUNITY, QUALIFIED APPLICANTS
MAY COMPLETE A JOB BID FORM AND RETURN TO HR.**