

CUSTOMER SERVICE REP JOB DESCRIPTION

Supervisors: All members of Management and Executive Staff

Importance of duties:

You are a representative of Community Thrift. A positive, gracious attitude facilitates a pleasant experience for our customers and donors. Your ability to maintain a consistent presentation helps Community Thrift realize a superior level of customer service and maintain our outstanding reputation as a fundraiser.

Importance of Job to the Community Thrift:

Customer service is a vital part of Community Thrift's operation. Employees are responsible for making the shopping experience at Community Thrift Store enjoyable by merchandising, answering questions, and making the environment safe and clean. Great customer service improves sales and allows CTS to disburse more funds to our charities. A well-trained, hard-working person will have personal satisfaction and be a proud member of a wide effort to raise funds for a variety of charities.

PRIMARY OBJECTIVES:

- Provide excellent customer service
- Maintain the sales floor
- Monitor the sales floor for safety hazards, shoplifting, and suspicious behavior

ESSENTIAL JOB FUNCTIONS & SPECIFIC DUTIES:

The Customer Service Representative will

- Assist customers with navigating sales floor and answer questions about store policy
- Monitor sales floor for theft and notify management of shoplifters and suspicious behavior
- Maintain the look and feel as well as cleanliness of store:
 - Learn the layout of the sales floor and location of specific merchandise
 - Display and stock merchandise
 - Tidy shelves and hang pieces
 - Arrange and organize furniture on sales floor
 - Return misplaced merchandise to appropriate area
 - Keep all aisles free of obstacles and tripping hazards
 - As needed:
 - Hang fallen clothing

- Pick up trash
 - Sweep foyer and sales floor
 - Windex front doors and mirrors
 - Dust housewares and furniture floor
- Assist customers with removing merchandise from walls, unloading furniture, and high end merchandise
- Assist at register if needed: check bags and call for assistance when necessary

ESSENTIAL PHYSICAL FUNCTIONS:

A Customer Service position at Community Thrift Store is extremely active with seated, standing and squatting activities. Duties include occasional climbing, stooping, lifting, carrying & reaching. There is a wide variety of arm movement (reaching overhead, pulling, pushing, and carrying) required. There is intermittent bending and twisting involved with this position. Back braces are provided and all employees are strongly encouraged to wear one.

General Responsibilities:

- Follow “Employee Policies and Procedures Manual”
- Follow instructions of Management and Executive Staff
- Provide accurate information and assistance to customers, donors, coworkers & volunteers
- Improve productivity through prioritizing and taking initiative
- Present yourself in a pleasant and courteous manner
- Generate sales and maximize donations
- Learn and understand Community Thrift’s function as a fund-raising organization
- Be accountable! Your coworkers depend upon your punctuality, consistent attendance, positive attitude and self-motivation

DRESS CODE:

Sandals and open-toed shoes are prohibited. Boots are encouraged. There is continuous exposure to dust and dirt so industrial weight clothes are encouraged. Plastic gloves, dust masks and air filtering systems are provided. Community Thrift Store is a warehouse environment so seasonal clothing is advised as exposure to the climate is customary.

TRAINING:

- Orientation and tour
- On the job training from qualified individuals (co-workers and management)
- Ongoing performance evaluations

To Apply:

Resumes can be dropped off at the store or Email resume and letter of interest to communitythrift@sbcglobal.net

I, _____ have read my job description and understand the responsibilities and commitment expected of me. I understand that if I am unable to handle these responsibilities I will be relieved of this position.

Employee Signature

Date

Executive/HR Director Signature

Date