

Job:**CUSTOMER SERVICE REPRESENTATIVE
LEAD CUSTOMER SERVICE REPRESENTATIVE****Summary:**

Specializes in providing outstanding service to customers while running a register and working on the sales floor; ensures that items meet the required stock levels and presentation standards; and that cleanliness and safety standards are met or exceeded; greets customers in a friendly manner and suggestively sells products to help increase sales; makes effort to ensure that customers leave with a good impression of the Company and are likely to return

Responsibilities:

- Provides positive, personalized customer service by greeting each customer in a friendly manner, assisting with purchases, suggestively selling and making sure products are available for purchase
- Runs a Point of Sale (POS) system and monitors customer lines in order to expedite the sales process; interrupts all other activity when customer service is needed
- Maintains knowledge of products and services offered by the Company and knows how to complete associated transactions
- Adheres to Federal, State and local regulations and prohibits the sale of age restricted products to individuals under the minimum age requirement
- Takes an active role in promoting programs introduced by the Company; ensures established standards are adhered to
- Listens and responds to customer requests, follows immediate customer satisfaction guidelines to resolve customer concerns and forwards information to Management as needed
- Cleans and maintains the store area including, but not limited to, cleaning counters, equipment, floors, cabinets and external areas. Performs light maintenance duties as assigned
- Helps ensure equipment is operating correctly. Communicates to Management when maintenance is needed
- Learns and follows applicable policies and procedures including, but not limited to, grooming, cleanliness, uniform policy, eating, drinking and smoking policy and overall professional appearance, as is outlined in the Company Operations Manual
- Integrates HES into daily job performance and assists in maintaining a safe environment for customers, employees and self
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Helps ensure proper stock levels, dating and rotation of all food products and supplies
- Attends Company required training programs; assists in training fellow store associates on existing and new training programs as needed
- Provides suggestions for and actively participates in improving sales, margins and execution of Merchandising/Marketing programs
- Reports all time worked, on or off site, for appropriate compensation
- Completes other duties, including special projects, as assigned by Management

Additional responsibilities for Lead Customer Service Representative:

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment, which includes weekends, evenings and other high activity periods
- Handles escalated customer concerns and emergencies in absence of the General Manager. Seeks appropriate resolution for the situation while observing Company guidelines
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the appropriate individuals
- Promotes store sales and selling initiatives and encourages the team to strive to reach goals/objectives
- Accurate and timely processing of Daily Sales Reporting in absence of General Manager
- Participates in the store's Cigarette Inventory Control as needed for physical and retail dollar value. Completes a full scan count of all packs and cartons once per month for BlueCube ordering accuracy

Education Requirements:

- No requirement

Experience Requirements:

- Customer service experience preferred

Skill Requirements:

- Basic computer skills
- Exceptional customer service skills
- Good verbal and written communication skills

- Understanding of store functions and operations

- Capable of working in a fast-paced environment and ability to work as a member of a team
- Ability to model proper workplace behavior, including being respectful, honest and fair
- Ability to perform repeated bending, kneeling, twisting and overhead reaching
- Ability to work in intermittent temperature, e.g., outside by the pumps and in the cooler
- Ability to stand for an entire shift
- Ability to frequently lift between 5 to 20 pounds
- Ability to occasionally lift up to 50 pounds

Note: Not authorized to drive for Company business

This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.