

**Position Title:** Front Counter Associate**Reports To:** Checkout Supervisor**Description and Objective**

The primary responsibility of this position is processing and invoicing charge and cash sales efficiently and accurately while providing our customers with polite, prompt, professional and courteous service.

**Essential Functions/Responsibilities**

- Process sales transactions accurately and in a timely manner
- Stock returned merchandise daily and/or as needed
- Communicate and interact appropriately with customers and co-workers
  - Provide our customers with prompt and courteous service
  - Be polite, tactful, accommodating, and assuring
  - Ensure all commitments made to customers are met
- Reinforce a team attitude and atmosphere
- A developing knowledge of products & services
- Assist in other projects as needed

**Key Results Areas**

- The customer is provided with quality & dependable service
- A developing knowledge of PaulB merchandise and product availability
- A respectful, team-oriented work atmosphere

**Qualifications, Experience and Competencies:**

- Good people skills and phone skills
- Intermediate computer skills
- Basic math skills
- Able to be patient when confronted with a challenge
- Good time-management
- Promptness
- Flexible, able to handle multiple projects simultaneously
- Positive attitude and teamwork perception
- Polite, tactful, & patient

**Physical Requirements**

- Capable of lifting 50+ pounds
- This position will be balanced between sitting, standing, & walking

By signing below, you indicate that you have read and understand the essential duties of this job as outlined above. Because PaulB LLC maintains a team environment, you may be required to perform other duties as required and as instructed by your supervisor.

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**Employee Printed Name****Employee Signed Name****Date**