

Customer Service Associate

Reports to:
Store Manager

Job ID: 117101

Entity:
PaulB LLC

Job Classification:
Sales Workers

Summary and Objective:

The primary responsibility of this position is to provide our customers with polite, prompt, and professional service, within the values and mission of Paul B. Zimmerman, Inc.

Essential Functions:

- Provide our customers with prompt and courteous service within the assigned department and throughout the entire store
- Develop a thorough product knowledge, being able to explain a product's benefits and features
- Develop a thorough knowledge of the store layout and location of merchandise
- Ensure good communication and interaction with customers and co-workers
- Be readily able to assist customers in finding what they need
- Assist in maintaining neat, orderly shelves and aisles
- Assist co-workers with other service responsibilities as needed

Characteristics and Competencies:

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

Preferred Education and Experience:

- Retail and industry-related experience

Work Environment:

This job operates in a retail environment. This role may routinely use computers, phones, photocopiers, filing cabinets and fax machines; hand tools, and forklifts. Regular evening and weekend work is expected.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to stand for extended periods of time; routine lifting of 50+ pounds; repetitive motions; sitting for extended periods of time, speaking, listening, and seeing; walking; use eyes, hands, finger, or feet; and reaching with hands and arms, and so forth.

Travel:

No little overnight travel is expected for this position.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: _____ Date _____