

CUSTOMER SERVICE REPRESENTATIVE (CSR)

The CSR (Customer Service Representative) is a non-exempt (hourly) employee who reports to the Store Manager.

Minimum Qualifications

- High School diploma or GED preferred.
- Experience in retail sales preferred.
- Ability to work in the conditions described below.
- Ability to perform essential duties and physical functions described below.
- Ability to work with the equipment, tools and materials listed below.
- Ability to work as scheduled and arrive to work on time.
- Ability to communicate (orally and in writing) in English.
- Ability to perform the four (4) basic arithmetic operations (add, subtract, multiply and divide).

Essential Duties

- Provides prompt, courteous customer service.
- Ring up all sales on cash register properly and accurately, handling money, checks, and other types of payment received for products sold.
- Performs multi-function operation of fuel console, lottery machine, money order machine, telecom transactions, etc.
- Performs multi-function and cleaning duties necessary to maintain store cleanliness inside and out; basic upkeep and cleaning of all equipment at store.
- Inspect store facilities and equipment for safety, cleanliness, and proper working order.
- Contacts maintenance for repair when needed.
- Completes build-to's for ordering/purchasing merchandise.
- Receives and verifies vendor deliveries.
- Controls merchandise, cash shortages, and other selling expenses.
- Assists in maintaining proper inventory levels and shift audits.
- Assists new applicants with application process.
- Performs all duties with minimal supervision.
- Attends job-related meetings (may be required to work irregular hours).
- Performs other duties as assigned by the Store Manager.

Working Conditions

- Perform approximately 95% of all work indoors, but will be required to work outside to clean parking lots, gas pumps, take out garbage, etc.
- Exposure to extreme cold temperatures while performing occasional work in a walk in cooler and/or freezer.
- Exposure to occasional noise.
- Work with a minimum direction and periodic supervision.

Physical Functions

- Ability to stand and/or walk for up to 8 hours.
- Ability to occasionally lift and/or carry up to 30 pounds from ground to overhead up to 30 minutes of workday (i.e., assisting in stocking/maintaining inventory levels).
- Ability to occasionally lift and/or carry up to 60 pounds from ground to waist level (i.e., to replenish fountain syrups).
- Ability to push/pull with arms up to a force of 20 pounds (i.e., utilizing a hand-truck).
- Ability to bend at waist with some twisting up to one hour of workday.
- Ability to grasp, reach and manipulate objects with hands up to all day. (This handwork requires eye-hand coordination, and may require climbing a ladder to store and retrieve materials or place and remove signs).

THE ABOVE STATEMENTS REFLECT THE GENERAL QUALIFICATIONS/DUTIES AND/OR RESPONSIBILITIES NECESSARY TO IDENTIFY THE JOB AND ARE NOT NECESSARILY INTENDED TO SET FORTH ALL OF THE SPECIFIC REQUIREMENTS OF THE JOB.

NOTE: This Job Description may change periodically as required by business necessity, with or without advance notice to employees.

Job Code 0005
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