

**JOB DESCRIPTION**

|                                   |   |                   |                             |
|-----------------------------------|---|-------------------|-----------------------------|
| <b>Job Title</b>                  | Customer Service Associate                    | <b>Department</b> | Front End                   |
| <b>FLSA Status</b>                | Non-Exempt                                    | <b>Reports To</b> | Front End Lead              |
| <input type="checkbox"/> Fulltime | <input checked="" type="checkbox"/> Part-time | <b>Hours</b>      | As Scheduled – less than 30 |
| <b>Date Created</b>               | 5/1/2018                                      | <b>Approved</b>   | 5/1/2018                    |

**Primary Functions:** The Customer Service Associate is responsible for fast, friendly, professional customer service and for a positive experience with returns, check out, and answers to questions for our customers.

**Essential Functions**

- Ensures compliance with company policies and procedures with respect to department operations, quality, safe food handling, to ensure compliance state, federal and OSHA safety and sanitation regulations.
- Provides friendly, professional customer service to all individuals.
- Accurately accepts returns and processes according to Crop’s policy.
- Accurately scans and weighs items for purchase and bags items to ensure products arrive at their destination in the condition they left the store.
- Processes payment methods available and provides accurate change.
- Maintains accurate cash drawer.
- Assists customers with location of items when requested.
- Keeps checkout area clean and dust free and returns unpurchased items to stock as needed.
- Cooperates with other departments in special promotions to help drive sales.
- Any other duties as assigned.

**Competencies**

The Customer Service Associate must be trustworthy, have a good attitude and be friendly, self-motivated, flexible, conscientious, organized, and have a good attention to detail. Also, must have good interpersonal and communication skills, and interface well with management, and co-workers and customers.

**Education and Experience**

Minimum 18 years of age  
 High School Diploma or equivalent a plus  
 1+ years’ experience as retail cashier  
 Microsoft Office proficient

**Physical Requirements**

Ability to be work in fluctuating temperature environments  
 Ability to be in a stationary position and/or move about for various intervals  
 Ability to utilize the phone (requiring auditory and verbal senses)  
 Ability to utilize register, scales and systems for various intervals (requiring finger dexterity/visual acuity)  
 Ability to reach, bend, balance, and lift merchandise  
 Ability to lift 5-15 lbs. up to 40 lbs. occasionally.  
 Ability to travel independently (via plane/car)  
 Regular and predictable attendance

**Disclaimer**

*Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. This description reflects management’s assignment of essential functions; it does not exclude or restrict the tasks that may be assigned.*