

JOB DESCRIPTION

Job Title	Customer Service Associate	Department	Front End
FLSA Status	Non-Exempt	Reports To	Front End Lead
	<input checked="" type="checkbox"/> Fulltime <input type="checkbox"/> Part-time	Hours	40
Date Created		Approved	

Primary Functions: The Customer Service Associate is responsible for fast, friendly, professional and accurate check out services for our customers, making sure their experience is positive with Crop's.

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 and maintains friendly, professional customer service to all individuals.
- Accurately scans and weighs items for purchase and bags items to ensure products arrive at their destination in the condition they left the store.
- Provides assistance with carryout service if needed.
- 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 and 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

High School Diploma or equivalent
 0-1+ 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.