

Position Description

Position:	Casual Customer Service Officer
Store:	Emporium
Reports To:	Shop Manager / Duty Manager
Document Reviewed:	October 2021

Job Summary

Reporting to and under direction from store management, the Customer Service Officer is responsible for general shop duties, including customer service, sales and general shop maintenance and presentation.

Duties and Responsibilities

The key duties and responsibilities of this role are listed below, always performed in a cooperative manner to ensure excellent customer service and safe working practices. The incumbent may also be required to undertake other duties from time to time.

- Attend to customers' needs promptly and in a courteous manner.
- Provide customers with information and assistance for general inquiries and special orders.
- Complete all necessary cash register and computer transactions, including accurate completion of all associated documentation, in accordance with store procedures and policies.
- Deal with and resolve problems quickly and effectively, according to law, company policies and to meet the requirements of the Customer Service Charter.
- Unpacking & receiving incoming stock onto the computer system and preparing stock for sale.
- Shelving stock.
- Processing, packing and preparing outgoing inventory to be returned to suppliers.
- Updating the computer system regarding outgoing stock.
- Ensuring invoices, credit notes etc. are checked for accuracy before passing to accounts.
- Dealing with receipt and dispatch of inter-store transfers and ensure items reach the required destination.
- Data entry for stock ordering and system / file maintenance.
- Ensure the shop is clean, well presented and maintained.
- Compliance with all OH&S policies and procedures, including COVIDSafe measures whilst in effect.
- Assist the web store with packing orders & online customer service, when necessary and as directed.

Relationships

Report directly to the Shop Manager or in the absence of the Shop Manager, the Duty Manager. Internally, relate with buyers, receiving staff, customer service staff in all stores, and staff across the Readings group.

Knowledge

The CSO requires experience in the book, music or DVD industry, preferably in a retail environment.

Authority

The CSO has the authority, within Readings' guidelines, to:

- submit special orders on behalf of customers when requested.
- deal with and resolve customer complaints.
- manage customer returns and exchanges.

Special Circumstances

Successful performance requires the incumbent to be available for weekend and evening shifts.

Performance Indicators

Performance indicators will include both quantitative and qualitative measures as agreed by the Shop Manager and the incumbent, including but not limited to:

- Positive feedback from peers.
- Ongoing professional and personal development through attendance at agreed industry events.

Performance expectations and performance indicators generally will be reviewed on an annual basis.