



JOB DESCRIPTION

CUSTOMER SERVICE MANAGER

REPORTS TO: Store Operator

JOB FUNCTION: Provide and maintain standards of customer service in the store's front-end operations, supervise and direct all customer service activities and operations, and ensure that the work shifts of personnel working at the front end contribute to the financial best interests of the store.

DUTIES AND RESPONSIBILITIES:

1. Observe all store rules and company policies.
2. Maintain a neat, well-groomed personal appearance at all times and observe company dress regulations.
3. Greet all customers and provide them with prompt and courteous customer service.
4. Observe shift-operating hours at all times as scheduled by management.
5. Assist customers with courtesy card applications, returned merchandise, and over charges.
6. Prepare and maintain effective work schedules for front-end personnel to meet business volume and keep customer inconvenience at a minimum.
7. Keep store management informed of pricing problem areas or items that are not on file in computer.
8. Be fully knowledgeable and thoroughly familiar with the nature and duties of every staff position in the department including procedures, policies, and operations.
9. Interview, train, supervise, and assist front-end personnel in all front-end procedures.
10. Enforce store policy as it relates to front-end operations and assist management with discipline of front-end employees when necessary.
11. Maintain general housekeeping and sanitation standards in compliance with store policy and state and local health regulations on a regular and ongoing basis.
12. Comply with safety policies and procedures.
13. Ensure that all cash registers, scales, and other equipment are in good working order.
14. Observe security standards by staying alert and being aware of customer actions and behavior; report to management any abnormal behavior.
15. Protect company assets at all times and ensure that all unattended registers are secured when not in use.
16. Review performance standards of front-end personnel.
17. Control inventory of all front-end supplies including proper replenishment as required at check stands.
18. Must possess the math skills necessary to supervise and handle sales transactions, verify vendor invoices, calculate gross margins, estimate labor requirements based on sales volume projections, and be able to troubleshoot errors or discrepancies in the cash office and on the sales floor.



JOB DESCRIPTION

Job Description
Customer Service Manager
Page 2

19. Assist cashiers with price checks, conduct cashier price audits, and assist in cashier pick-ups.
20. Operate cash registers and bag groceries as needed.
21. Able to speak, hear, read, and write. Able to communicate effectively with employees, vendors, and customers.
22. Able to occasionally lift or exert up to 50 pounds.
23. Work closely with office manager in areas pertaining to front-end operations.
24. Perform other duties and responsibilities as directed by management.

Employee Signature

Date