

Publix Customer Service Staff Job Description

- Provides general customer service
- Retailers groceries and food products
- Receives, verifies, and processes payment by customers
- Greets customers, provides assistance, and corrects problems
- Serves as a liaison between the store and its management on product distribution, stocking requirements and other general situations
- Sets up store displays according to company policy
- Escorts shoppers to designated departments within the store
- Provides assistance to customers with their carts or personal items
- Refers problem cases to other departments within the store (Customer Service)
- Assists in maintaining a courteous and professional approach to customers of all ages
- Adheres to company policy, safety regulations and Publix store procedures in all situations
- Keep appearance clean and neat all the time
- Observes safety protocols associated with the handling of tobacco products, alcohol or firearms that may be carried by customers or potential customers
- Completes any required training taught in the Publix Customer Service System program.