

# Retail Customer Service Job Description

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- Support customers by answering product and membership service questions
- Deal with customer feedback and general inquiries
- Give customers service information including product and membership details
- Process service and return transactions at the register in alignment with company's 100% customer satisfaction guarantee
- Accept payment for goods, make change, and issue receipts
- Identify, investigate and deal with customer issues accordingly
- Support Retail Store Pick-Up (RSPU) by helping them with the receipt of goods from truck; and process customer pick-up
- Perform specialized transactions like Outdoor School sign-ups, special orders, store mail-outs and special ticket sales
- Maintain customer hold area by keeping the area organized and removing items that are beyond the hold dates
- Process damaged goods in line with store policy. This may involve moving and pricing the item, or tagging
- Inform customers of repair options in case of damage to goods bought, and complete repair processing
- Follow disposal guidelines and document retention.