

## Customer Service Assistant - Job Description

All Teros team members contribute to our mission to help customers and the broader community live greener and healthier lifestyles.

The Customer Service Assistant's main purpose is to assist customers to meet their needs and provide them with an exceptional store experience. Achieving this requires excellent product and lifestyle knowledge combined with efficient and practical skills to maintain store displays, receiving and restocking products and assisting with general store systems and operations.

### Responsibilities

- Provide a warm welcoming atmosphere for customers
- Listen and identify customer needs and assist them with product recommendation and tips that best meet their needs
- Learn and build knowledge on green lifestyle topics and the products and techniques that help achieve a greener lifestyle.
- Accurately describe product features and benefits to customers
- Provide exceptional customer sales service
- Handle customer issues and complaints in a professional and diplomatic way
- Maintain outstanding store condition and visual merchandising standards
- Keep shelves stocked and keep the store-room well organised and tidy
- Quickly and accurately receive and price new stock and either store or display these products
- Report discrepancies and problems to the supervisor immediately
- Manage point-of-sale processes including refunds, lay-by and on account sales
- Reconcile sales with payments at the end of the day
- Keep the store tidy and clean, including dusting, vacuuming, sanitising and mopping
- Maintain security and be on the look out for shoplifters and fraudulent payments.
- Do partial stocktakes when required and report any discrepancies
- Keep contact, financial and any personal details of customers and vendors in strict confidence
- Promote the shop and its products at every opportunity
- Follow accurately all Teros policies, procedures and guidelines
- Help out with other jobs that maybe required such as website development

### Requirements

- Previous experience in retail stores would be an advantage including receiving products
- Excellent communication and interpersonal skills and able to work well within a team
- Able to work quickly, efficiently and accurately
- Competent computing and administration skills
- Working on living a greener lifestyle
- Able to work 2-4 days per week and available from October through to December each year
- Able to fill in for other team members