



TARWATER

JOB POSTING:

Department: Customer Experience
Position: Counter/Floor Associate
Location: 925 West 6th Street
Holton, KS 66436

SCHEDULED WORK HOURS:

Dependent upon the agreed upon work schedule, the successful candidate will have a work schedule falling within the operating hours of the store.

Monday - Friday: 8:00am – 6:00pm

Saturday: 8:00am – 4:00pm

SUMMARY OF PRIMARY DUTIES AND RESPONSIBILITIES:

Under the general direction of the Store Manager, the ideal candidate will actively participate in and execute all activities associated with the Customer Experience from a storeroom floor and counter perspective. The successful candidate will support and engage the customer in finding their desired product and/or service ensuring, to the best of our ability, they leave satisfied and fulfilled in their intended purpose. In addition, daily store responsibilities related to stocking inventory and reconciling monetary transactions are required. Other duties will include, but are not limited to, the following:

- Answer and/or transfer phone calls supporting customer requests
- Ensure customers are greeted upon entry and checked-out timely; this may include loading purchased items
- Understand operating guidelines for the point-of-sale systems utilized to track purchases
- Executing front counter duties including counting back change
- Check-in and put-away inventory understanding the internal flow of freight
- Maintain clean and organized show-room and storage rooms; ensure current pricing and signage

SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED:

Experience in the customer service realm is preferred, not required. A general understanding of methods and practices for supporting a retail business as they relate to day-to-day operations is preferred, not required. Must be able to identify, recommend, and communicate observations and/or thoughts to management related to improving an excellent Customer Experience. Solid skills in learning and maneuvering within computer applications. Strong listening, oral, and written communication skills including the ability to be professional and concise in such communication. Must be able to work effectively with others in a team environment. Must demonstrate exceptional skills in interpersonal relations, self-motivation, organization, and dependability.

LICENSES, CERTIFICATIONS, AND/OR TESTING REQUIRED:

Must possess a valid driver's license.

WORKING CONDITIONS:

Indoor and outdoor working conditions. No overnight travel required. Must be able to lift 50 pounds. Must have a satisfactory work record including excellent attendance.

Disclaimer: The above information has been designed to indicate the general nature and level of work performed by employees within this department. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

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