



Job Title	Retail Customer Service Representative
Department	Retail
Reports To	Retail Customer Service Leader
FLSA Status	Nonexempt
Last HR Review	2021

**Principal Function:** The Retail Customer Service Representative is responsible for providing exceptional customer service to store customers.

**Essential Duties and Responsibilities:** Duties include, but are not limited to:

1. Provides customer service by greeting and assisting customers and responding to customer inquiries and complaints.
2. Performs work activities such as general cleaning and organizing shelves and displays and selling merchandise.
3. Opens and closes cash registers, performing tasks such as counting money, separating charge slips and vouchers, balancing cash drawers and making deposits.
4. Maintains knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
5. Performs inventory counts, stocks inventory, and rotates stock, as needed.
6. Assists with warehouse related tasks, as needed.
7. Relays any issues from the day, or any situations that need communicated to the proper department.
8. Ensures that the correct closing procedures are followed.
9. Maintains the database of customer information with accuracy.
10. Recommends improvements for greater efficiency and effectiveness.
11. Complies with safety, health, and security rules.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**Competencies:** To perform this job successfully, all employees at Angie's Pools & Spa, Inc. should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping ones emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments; Remains open to others ideas and tries new things.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a



positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

- **Oral Communication** – Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Job-related Competencies** – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**Education and/or Experience:** High school diploma or general education degree (GED) is required and one year related experience and/or training. Previous experience in a retail store setting is desired. Previous experience working in the pool and spa industry is desired.

**Other Skills and Abilities:** The following skills and abilities are either required or desired.

- Computer software skills desired include: Microsoft Outlook, Word, Excel, PowerPoint, and Adobe.
- The ability to operate the Point of Sale (P.O.S.) system and diagnose problems when necessary is desired.
- A working knowledge of retail management principles, practices and procedures is required.
- A working knowledge of water chemistry in order to diagnose water tests correctly is required.
- The ability to plan for, complete, and implement assignments and responsibilities in a timely manner is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is required.
- The ability to speak, read and write in English is required.



**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will sit. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell; and lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, toxic or caustic chemicals, fumes or airborne particles, and the risk of electrical shock when working with store displays and office equipment. The noise level in the work environment is usually quiet to moderate.

While Angie's Pool & Spa retail store is open from 9:00 a.m. to 7:00 p.m., Monday through Friday, 9:00 a.m. to 4:00 p.m. on Saturday, and 11:00 a.m. to 3:00 p.m. on Sunday, this position may require work beyond these hours, as needed. It also may require occasional local travel. Thus, a valid driver's license is desired.

**SIGNATURES:**

\_\_\_\_\_  
Incumbent's Signature

\_\_\_\_\_  
Incumbent's Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Service Leader's Signature

\_\_\_\_\_  
Customer Service Leader's Printed Name

\_\_\_\_\_  
Date