



CUSTOMER SERVICE ASSOCIATE

Department: Kamilche Trading Post
FLSA Status: Non-Exempt
Grade/Level: (1) \$16.28 - \$20.48
Opens: 04/29/2024

Job Status: Part-time
Reports To: Store Manager
Work Schedule: Varies
Closes: 05/10/2024

POSITION SUMMARY

The employee occupying this position will be required to perform a variety of duties that are centered on serving our valued customers in the most hospitable way possible. This position requires great customer service skills along with the willingness to learn and serve.

ESSENTIAL DUTIES

1. Operates point of sale (POS) systems, cash registers, opens and closes the till, completes related paperwork, meets minimum cash handling requirements, and accounts for cash and receipts.
2. Ensures a safe environment by adhering to safety protocols and procedures.
3. Provides pleasant and courteous service to all customers, and responds to questions and requests in a pleasant and timely manner.
4. Ensures the store is clean and organized including custodial work such as mopping, dusting, and picking up trash inside and out the store.
5. Regularly stocks shelves with products including occasional lifting of moderate to heavy objects.
6. Works various shifts including evening, weekend and holidays.
7. Attends and/or facilitates all mandatory meetings and training.
8. Maintains confidentiality at all times.
9. Maintains awareness and sensitivity to Native American Culture.
10. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- This position has no supervisory responsibilities.

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.

POSITION REQUIREMENTS

- Know and adhere to store policies, safety protocols, and customer service standards.
- Proficient in cash register operations, cash handling, and completion of related paperwork.
- Excellent in delivering friendly, prompt customer service as well as resolving complaints.
- Efficient at maintaining store cleanliness and organization in busy environments.
- Capable of regular shelf stocking and lifting heavy objects when necessary.
- Willing and able to work varied shifts and attend all mandatory meetings.
- Commitment to protecting privacy and personal information of customers and staff.



CUSTOMER SERVICE ASSOCIATE

COMPUTER SKILLS

- Skill with POS and inventory systems; computer applications, such as word processing and email.

EDUCATION AND EXPERIENCE

Education Required: High School graduation or General Education Degree (GED).

Education Preferred: N/A.

Experience: Some prior cashier and customer service experience preferred.

A combination of education and experience may be considered as a substitute for a degree requirement.

Certificates & Licenses: N/A

PHYSICAL REQUIREMENTS

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 functions.

While performing the essential functions of this position, employees will be required to:

- Stand and walk for extended periods; climb, balance, stoop, kneel, crouch, or crawl on occasion.
- Lift and/or move up to 50 lbs. regularly.
- Use hands repeatedly for various tasks; speak and hear to effectively communicate.
- Required vision abilities: close, distance, color, peripheral, depth, and 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 functions.

While performing the essential functions of this position, employees may be exposed to the following conditions:

- Work areas with moving mechanical parts; limited or high spaces; moderate noise.
- Gasoline station with varying chemicals including those used for clean-up.
- Possible hazard using sharp knives, box cutters, etc. for inventory duties.

Other Requirements: Must be able to pass a criminal background check and follow the Squaxin Island Tribe's drug policies.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.



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Disclaimer

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate. Your signature below signifies that you understand the duties, expectations, and contents of this job description.

Preference for Squaxin Indian Tribal members is in effect for this position. The successful candidate will be required to follow the Squaxin Island Tribe's drug policies.

Employee Signature:

Date:

Manager Signature:

Date: