



Customer Service Representative

Reports to: **Front-Line Manager/Assistant Manager**

General Summary:

A Customer Service/Advertising Representative is responsible for ensuring that each customer receives outstanding customer service by providing a fun/friendly environment, educating the customer so that they can make an informed purchase, maintaining a solid product knowledge, conducting sales/rentals/buybacks of textbooks, maintaining store inventory, promoting Textbook Solutions to customers in-store, and advertising outside and on campus.

Essential Job Functions:

- Promotes/advertises for Textbook Solutions on campus and in classrooms
 - Greets and directs customers as they enter the store
 - Looks up book adoptions, finds/collects books, and enters items into sell order for customers
 - Scans books, gives price quotes, and enters items into buyback order for customers
 - Re-stocks, straightens, sorts, and organizes current book/merchandise inventory
 - Tags, labels, folds apparel
 - Answers phone and responds to customer questions
 - Packages and labels books for shipment and delivers to shipping stores
 - May have to drive for company errands
 - Performs other duties as directed by the Front-Line Manager/Assistant Manager
-

Knowledge, Skills, Abilities, and Other Competencies:

- Knowledge of company Core Values
 - Knowledge of company practices and how we are different from our competition
 - Knowledge of company pricing models
 - Knowledge of store organization/layout and price label codes
 - Skill in use of equipment, such as Windows-based personal computer, Textbook Solutions' website, admin site tools, and other relevant online resources
 - Skill in oral communication
 - Ability to communicate with customers and coworkers in a professional manner
 - Ability to pay close attention to detail to find and shelve books quickly and accurately
-

Physical Requirements:

- Must be able to see well enough to read small print on book spines and computer screens
 - Must be able to hear well enough to communicate with customers and coworkers
 - Must be able to stand/walk for extended periods of time to serve customers, reach books, and advertise outdoors/on-campus
 - Must be able to stoop/kneel and climb ladder to reach books/merchandise
 - Must be able to lift at least 50lbs.: carrying books/boxes
 - Must be able to type on a computer keyboard, fold/handle merchandise, and grab/carry books to/from shelves
-

Disclaimer: This description is intended to explain the general nature and level of work to be carried out by employees, but is in no way a complete list of the responsibilities, duties, and skills required for this position. Additionally, it does not establish a contract for employment and is subject to change by the employer.