

WARTBURG COLLEGE
POSITION DESCRIPTION

Title of Position: Customer Service Coordinator, The Wartburg Store

Date Prepared: September 2020

Function of Position:

Responsible to the Director of The Wartburg Store to perform various duties in the day to day operation of the store. This includes customer service experience, cash register operation, stocking shelves, receiving products, assisting in textbook department, physical stockroom and inventory management. This is a twelve-month position with hours that may vary due to seasonal demands.

Essential Duties and Responsibilities:

1. Greet and interact with customers to ensure best customer experience. Includes cross-selling and upselling. Ensure student employees are also modeling best customer service experience. 30%
2. Train, instruct and work with students employees daily. Give feedback for the student employee recognition program. 25%
3. Counting and balancing cash drawers, preparing daily deposits, and daily, monthly and yearly reports relating to monetary transactions. 10%
4. Receive product using purchase order/packing slip and place in designated product area. Product includes textbooks, supplies and general merchandise (GM). Work with GM buyer to visual merchandise on sales floor. 15%
5. Order senior graduation and faculty caps and gowns. 5%
6. Perform other duties as assigned.

Supervision:

Definite objectives are set up for the employee by the supervisor, requiring the use of a wide range of procedures. The employee plans and arranges his/her own work and refers only unusual cases to the supervisor.

Qualifications:

Requires knowledge equivalent to an Associate's degree in business, merchandising or textiles or a related field and two years of relevant experience, preferably in retail; ability to lift 50 lbs.; attention to detail; strong communication, customer service and organizational skills.

Application Procedure:

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until position is filled.

WARTBURG COLLEGE is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from members of underrepresented ethnic and minority groups.

