



Job Descriptions: Customer Service Retail Sales/Jr. Sales Associate

Position Summary

The primary responsibilities of the Customer Service Associate position are to maintain outstanding customer service, generate sales, merchandise product, and support the store management team. This position reports directly to the Retail Sales Manager.

Major Responsibilities

- Ensure each customer receives outstanding service.
- Have a general understanding on retail products offered.
- Properly and effectively handle all paperwork involved with retail purchases; understanding procedures for labeling sold product, delivery scheduling and special orders.
- Maintain awareness of all promotions and advertisements
- Execute the daily operational, day-to-day goals and priorities assigned by Retail Sales Manager
- Uphold merchandising and store cleanliness standards
- Participate in the processing of new shipments and responsible for displaying and/or storing received merchandise
- Responsive for safety issues
- Conscious of shoplifting issues
- Aid customers in locating merchandising in store and on moderngascompany.com.
- Solicit customers to sign up for programs and promotions that are offered by Modern Gas Co., such as; newsletter, GE Money financing, budget billing program
- Answer customers' questions and provide information on Modern Gas policies and procedures.

Qualifications

- Must be able to work and willingness to work flexible hours including one weekend day to meet the needs of the business.
- Have knowledge of basic hardware related products along with a willingness to learn.
- Excellent customer service skills
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations.
- Be a fast learner, cheerful, with a positive attitude
- Previous experience in a retail environment
- Knowledge of computer systems
- A commitment to service excellence and customer satisfaction
- A strong team player yet still able to work independently with minimal supervision
- Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task.

Physical Requirements

- Must be able to lift heavy objects (50 pounds or more) from time to time as required
- Ability to stand for an extended period of time
- Move and handle boxes of merchandise and fixtures throughout the store, which entails lifting and perform all functions as set forth

Salary

- Starting at \$13.00 per hr.

Benefits

- Health Insurance
- Dental Insurance
- Life Insurance
- Supplemental Insurance i.e.: Aflac
- 401K
- Holiday Pay
- Vacation Pay