

Staples Canada Inc. Job Description

Job Title:	Customer Service Representative	Job Grade:	3
Reports To:	Services Supervisor (Volume A, B, C, D, H) or Divisional Sales Manager (Volume E)	Job Code:	CSR
Department:	Store Operations	Date Posted:	PILOT 2012

PURPOSE OF JOB

Required to take an active role in driving sales and services within the front end cash and service area and ensuring complete customer satisfaction. Demonstrates a high degree of customer awareness while accurately and expediently processing customers at the checkout. Responsible for processing all general purchases with a focus on generating add-on sales.

PRIMARY DUTIES AND RESPONSIBILITIES

- Ensures exceptional customer satisfaction with accuracy and professionalism while processing purchases and customer orders.
- Takes opportunities for add-on sales to customer.
- Assists in the resolution of customer complaints, returns and exchanges.
- Responds to and directs where necessary, customer inquiries related to copy and technology services.
- Provides coverage and assistance in all areas of the store where business needs require and as associate training supports.
- Answers telephones and qualifies and directs customers as required.
- Follows all correct cash register operations, as well as maintaining SKU integrity when entering services into the register.
- Maintains loss prevention and privacy standards by completing appropriate paperwork when presented with refunds or exchanges for data products.
- Accepts proper forms of prescribed tender.
- Properly secures company funds and physical inventory at all cash stations.
- Ensures accuracy of customer orders by spot checking throughout processing.
- Completes and balances all daily cash register paperwork and obtains verification.
- Follows proper customer order procedures including special and pre-paid orders, ensuring order forms are completed and priced correctly.
- Stocks and maintains front-end racks/shelves and merchandise areas as assigned.
- Monitors stock levels of front end paper, supplies, register rolls, shopping bags, etc.
- Accountable for signing in/out and logging in/out of own till when required.
- Has a complete understanding of all company policies and procedures related to this position, as outlined

Job Description For Customer Service Officer

Tim Baker



Job Description For Customer Service Officer:

Customer Service Officer Diploma - City of London College of Economics - 3 months - 100% online / self-paced City of London College of Economics, Overview Want to get hired as a customer service officer or work as a freelancer and advise companies Good customer service is hard to find Content Creating the customer centric organization Take it from the top Service management Keeping your customers Simple actions significant payoffs Road blocks When the going gets through Working in a wired world Customer service on the web Don ts of customer service Tips for constructive conflict with co workers Ways to get better service as a customer Duration 3 months Assessment The assessment will take place on the basis of one assignment at the end of the course Tell us when you feel ready to take the exam and we ll send you the assignment questions Study material The study material will be provided in separate files by email download link *Customer Service For Dummies* Karen Leland,Keith Bailey,2011-03-03 *Customer Service For Dummies* Third Edition integrates the unbeatable information from *Customer Service For Dummies* and *Online Customer Service For Dummies* to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent *Advances in Taxation* John Hasseldine,2020-12-09 This volume explores the latest issues in tax and taxation theory including empirical studies using research methods from different institutional settings and contexts It is essential reading for anyone interested in tax policy and its impact in practice **The Definitive Guide To Passing The Police Recruitment Process 2nd Edition** John Mctaggart,2014-02-20 Every police force in England and Wales uses the same national application form and assessment centre This book tells you not just about the process but what you need to do to impress the assessors Now in a revised new edition to reflect the recent changes in the six core skills by which all police applicants are assessed it provides *Everything you Need for an NVQ in Management* ,2000 All the relevant management techniques and principles are explained in a clear practical style structured around the recently revised National Occupational Standards for Management and Leadership and conforming to the requirements of the Qualifications and Curriculum Authority After reading this book students will be well prepared and have everything needed to compile the portfolio of evidence and achieve the qualification *Everything you Need for an NVQ in Management* is also an extremely useful and comprehensive encyclopaedia of management techniques and principles for those not wanting to gain a qualification It is written specifically for supervisors and junior managers middle managers and senior managers working within medium and large organisations who wish to increase their knowledge and understanding of business and further

their careers whether or not they are working towards a specific qualification It would also prove useful to those running and working in small businesses and to business studies students in schools and colleges The End of the Job Description Tim Baker, 2016-04-29 That's not my job If you don't want your employees to say that why do you start your relationship by giving them a narrow task and competency focused description of their job We need people to fulfil many different roles at work yes the need to do their job but they also need to contribute positive energy collaborate and take personal responsibility for innovation and personal development How do they fit into a traditional job description It is futile persevering with the job description borne out of the scientific management movement one hundred years ago The world of work is vastly different to the assembly lines of the Ford Motor Company of the early twentieth century Building on the phenomenal success of *The End of the Performance Review* Baker examines four essential Non Job roles that all employees must fulfil and shows how to create meaningful role descriptions that can help you recruit better people and enable them to deliver better results *Job Description Manual for Medical Practices* Courtney H. Price, Alys Novak, 1999 This comprehensive manual helps you develop an effective strategy for job description implementation shows you how to conduct appropriate job analyses and helps you understand the attendant legal issues Includes a disk of generic job descriptions to use as is or modify for your practice

Maximizing The Enterprise Information Assets Timothy Wells, Christine Sevilla, 2003-05-27 The ramifications of this new Information Age are still not well understood Most businesses do not know how to turn their information into a beneficial capital asset Unfortunately their focus has been almost exclusively on technology while human and managerial factors are left unexplored *Maximizing the Enterprise Information Assets* definition Events & Tourism Essentials Lynn Van der Wagen, 2015-05-20 *Events and Tourism Essentials* allows for completion of dual qualifications in Certificate III in Tourism and Certificate III in Events The contents directly relate to competency units with industry examples providing application to match examination requirements as well as competency units This resource is accompanied by a Teacher's Resource Kit containing worksheets with multiple choice short answer worksheets extension activities assessment tasks solutions chapter review answers mind map summaries and solutions **The Future of Human Resources** Tim Baker, 2022-06-16 Warp speed change is now a constant What do organizations need to do to maximize the potential of their employees in the new reality The tired cliché that employees are our greatest asset is false It's unlocking the potential of employees that's the greatest asset **THE FUTURE OF HUMAN RESOURCES** confronts the conventional employment practices of selecting inducting developing rewarding and exiting employees This book is a comprehensive blueprint for HR professionals to make the necessary changes to accommodate a new mentality Thirteen traditional practices are challenged and fresh practical pathways offered Dr Tim Baker according to leadership guru Marshall Goldsmith is one of today's most influential HR experts He offers new insights about what's still considered conventional wisdom such as employee induction the job description and succession planning **THE FUTURE OF HUMAN RESOURCES** provides you with a roadmap to navigate the

post Covid world of work **Contemporary Office Handbook** P M Saleem,2012-12-04 Contemporary Office Handbook emphasizes the critical skills traits and knowledge required to effectively face the emerging workplace realities It is designed to guide you the reader toward success Whether you are a new professional applying for your very first job or a seasoned manager there is information in this handbook to help you The structure of the content is clear making it easy to find what you need quickly And the content is thoroughly researched with excellent citations for those who want to dig deeper From the basic skills to the most advanced thinking on how to be a le **Putting Your Local Government on a \$ Diet** Matthew Iarocci,2011-02-24 Local governments have grown obese There is no longer enough money to maintain their weight Putting Your Local Government on a Diet is a practical guidebook that describes numerous ways and provides specific examples of how services can be maintained and enhanced at reduced cost There has never been a better time to produce such a work for elected officials public managers professors students and beleaguered taxpayers who are determined to make local government operate much more efficiently **Why Service Matters** Raul Pupo,2019-06-20 Why Service Matters is a collection of over fifty essays that Raul Pupo asserts will change the way you think about service What consumers in business education and government receive by way of service has gotten progressively worse over time What is most distressing however is that there does not appear to be any cause for optimism that the shoddy service being dished out to consumers will improve any time soon That is not unless and until leaders come to grips with the fact that service to the customer is grounded in four critical success factors or foundational propositions a leadership that unequivocally believes they are in business first and foremost to serve the customer a strategic planning regimen centered on the customer an ethic of service to guide the organization to always err on behalf of the customer and a competent motivated supported and empowered front line organization Career Opportunities in Transportation Richard A. McDavid,Susan Echaore-McDavid,2009 Provides updated key information including salary ranges employment trends and technical requirements Career profiles include air traffic controller bridge tender charter boat captain commercial pilot and more **Veterans' Employment Service News Letter** ,1946 **The Handbook of Model Job Descriptions** Barry Cushway,2008-03-03 Providing over 200 job descriptions and updated to take account of the new Age Discrimination legislation this book is the most comprehensive and up to date resource available to create meaningful descriptions for your employees This book offers a unique time saving approach in the form of a job description builder which allows you to select featured job elements and build a complete and well structured job description Divided into two parts the first enables quick and easy assembly and personalization of any job description across a wide range of sectors such as administration and management finance and accountancy and human resources Part Two allows you to select from hundreds of job elements such as providing care and guidance client relations and project management This edition provides online access to each job description so you can personalize them to suit your own circumstances saving hours of valuable time Career Directions Donna J. Yena,1997 Dealing with job searches and

career planning this book covers lifetime career management self assessment and career planning job search techniques and focuses on career management and life on the job Principles of Security and Crime Prevention Pamela Collins,Truett Ricks,Clifford Van Meter,2015-03-02 This introductory text provides a thorough overview of the private security system This edition includes crime prevention and its zones of protection the theoretical framework that provides the bridge between private and public sector law enforcement From the historical development and the professional nature of security and crime prevention to the legal aspects of private security this well rounded text covers basic elements of security and crime prevention **Delivering Quality Service** Valarie A. Zeithaml,2010-05-11 Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service But what exactly is excellent service It is the ability to deliver what you promise say the authors but first you must determine what you can promise Building on seven years of research on service quality they construct a model that by balancing a customer s perceptions of the value of a particular service with the customer s need for that service provides brilliant theoretical insight into customer expectations and service delivery For example Florida Power Light has developed a sophisticated computer based lightening tracking system to anticipate where weather related service interruptions might occur and strategically position crews at these locations to quicken recovery response time Offering a service that customers expect to be available at all times and that they will miss only when the lights go out FPL focuses its energies on matching customer perceptions with potential need Deluxe Corporation America s highly successful check printer regularly exceeds its customers expectations by shipping nearly 95% of all orders by the day after the orders were received Deluxe even put U S Postal Service stations inside its plants to speed up delivery time Customer expectations change over time To anticipate these changes Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers using focus group interviews and the authors 22 item generic SERVQUAL questionnaire which is customized by adding questions covering specific aspects of service they wish to track The authors groundbreaking model which tracks the five attributes of quality service reliability empathy assurance responsiveness and tangibles goes right to the heart of the tendency to overpromise By comparing customer perceptions with expectations the model provides marketing managers with a two part measure of perceived quality that for the first time enables them to segment a market into groups with different service expectations Career Opportunities in the Energy Industry Allan Taylor,James Robert Parish,2008 Presents one hundred and thirty job descriptions for careers within the energy industry and includes positions dealing with coal electric nuclear energy renewable energy engineering machine operation science and others

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Table of Contents Job Description For Customer Service Officer

1. Understanding the eBook Job Description For Customer Service Officer
 - The Rise of Digital Reading Job Description For Customer Service Officer
 - Advantages of eBooks Over Traditional Books
2. Identifying Job Description For Customer Service Officer
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Job Description For Customer Service Officer
 - User-Friendly Interface
4. Exploring eBook Recommendations from Job Description For Customer Service Officer
 - Personalized Recommendations
 - Job Description For Customer Service Officer User Reviews and Ratings
 - Job Description For Customer Service Officer and Bestseller Lists
5. Accessing Job Description For Customer Service Officer Free and Paid eBooks

- Job Description For Customer Service Officer Public Domain eBooks
- Job Description For Customer Service Officer eBook Subscription Services
- Job Description For Customer Service Officer Budget-Friendly Options
- 6. Navigating Job Description For Customer Service Officer eBook Formats
 - ePub, PDF, MOBI, and More
 - Job Description For Customer Service Officer Compatibility with Devices
 - Job Description For Customer Service Officer Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Job Description For Customer Service Officer
 - Highlighting and Note-Taking Job Description For Customer Service Officer
 - Interactive Elements Job Description For Customer Service Officer
- 8. Staying Engaged with Job Description For Customer Service Officer
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Job Description For Customer Service Officer
- 9. Balancing eBooks and Physical Books Job Description For Customer Service Officer
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Job Description For Customer Service Officer
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Job Description For Customer Service Officer
 - Setting Reading Goals Job Description For Customer Service Officer
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Job Description For Customer Service Officer
 - Fact-Checking eBook Content of Job Description For Customer Service Officer
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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