

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

Lynn Van der Wagen



Job Description For Customer Service Officer:

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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

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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

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

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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

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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

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