# 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

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John Mctaggart

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