

The UPS Store

Job Description

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE

EXEMPT: No

LOCATION: Kingsburg

REPORTS TO: Center Manager

968 Sierra Street
Kingsburg, CA 93631

Phone : (559) 897-7171
Fax : (559) 897-7799
Email : info@ups99.com

SUMMARY:

Ensure a customer intimate The UPS Store experience with each customer by providing efficient and effective service to meet and exceed expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Smile. Greet customers and determine how to exceed their expectations.
- Deliver exceptional customer service through customer interaction and quality product delivery.
- Receive, sort and place mail in mailbox modules accurately.
- Record all sales transactions on POS and accurately process cash, check, money orders and credit card transactions. Print reports as requested.
- Pack contents for shipping using established procedures and products.
- Operate all other software packages.
- Receive and process packages for courier shipping, including lifting and weighting packages on scale, accessing Manifesting software, generating labels and retrieving from customer's vehicle when requested.
- Write documents for traces and shipping claims.
- Assist in merchandising the center, including: stocking shelves with product, ensuring a clean and orderly appearance of product, informing appropriate personnel of inventory levels for re-ordering supplies, being informed of product specifics (i.e. warranties, durability claims, pricing, etc.)
- Close out of POS to include: reconciliation of cash, checks, money orders, credit cards, and all other transactions accurately and in accordance with Company policy and procedure.
- Operate copiers, fax machines, binding equipment and all other office machines in a safe, efficient and productive manner. Help customers operate office machines.
- General housekeeping duties.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

6 months – 2 years customer service experience in a retail environment. POS and computer experience highly desirable.

Language Skills:

- Ability to use tact and diplomacy to maintain harmonious relationships with customers in person and over the phone.
- Excellent verbal and written communication skills.

Other Skills and Abilities:

Ability to lift 50 lbs regularly. Ability to stand for extended periods of time. Manual hand dexterity required to operate POS, copiers and complete customer paperwork.