



Alumni Hall Customer Service Rep Job Description

Reports To: Store Management

Status: Part-Time

Responsibilities:

- Maintain a superior customer experience and provide excellent customer service to every customer
- Assist customers with locating merchandise
- Fold, size, and replenish merchandise
- Assist in cleaning the store, cash wrap, and fitting rooms
- Assist in merchandise displays
- Communicate with the management staff any customer requests/concerns
- Assist in completion of customer returns & exchanges by adhering to the company policy
- Assist brand reps & maintain company email capture goals
- Develop a working knowledge of collegiate sports and local university activities
- Maintain high standards of a clean and neat sales floor, cash wrap, fitting rooms, and an organized stockroom
- Ensure a smooth & error free customer service experience at checkout
- Assist the management staff on creating social media content

Qualifications:

- Must be 18 years or older
- Must be able to work a schedule based upon the business needs – including holidays, nights, and weekends.

Note: This job description does not contain an all-encompassing list of duties or responsibilities that are required of the employee. Management has the exclusive right to alter this job description at any time.