

WFP Customer Service Associate (Front End)

Job Summary:

We are looking for an efficient, courteous front-end associate who possesses excellent customer service skills. This individual should also have a talent for decorating and composing eye-catching giftware groupings. A strong work ethic, innate sense of responsibility and a high level of accuracy are needed to be successful.

Cashier Duties/Responsibilities:

- Welcoming and engaging with customers, answering their questions, and helping them locate items within the store
- Operating point of sale system (POS), ensuring all prices and quantities are accurate
- Accepting payment, answering questions, and providing a receipt to every customer
- Bagging and wrapping purchases as necessary to ensure safe transport
- Processing refunds and exchanges, resolving complaints
- Balancing the cash register
- Placing giftware out for display as received - incorporating new merchandise into existing displays with consideration to both aesthetics and loss prevention
- Updating/removing seasonal products
- Proper packing, storage, and shipping of seasonal/back stock (if applicable)
- Inventory control duties (straightening and walking the sales floor daily, checking for outdates, receiving and placing OTC orders as needed)
- Answering the phone
- Following all store procedures regarding coupons, loading gift cards, applying promotions, etc.
- Maintaining a clean workspace
- Aware and alert at all times regarding customer flow

Required Skills/Abilities:

- Comes to work on time and as scheduled.
- Ability to handle transactions accurately and responsibly
- High level of energy with strong customer service skills
- Ability to perform basic math (i.e., make change) and basic computer skills
- Ability to stand and walk for extended periods of time, lift boxes, and work with other team members in a fast-paced environment
- Helpful, courteous approach to resolving complaints
- Must embrace and encourage our core values

Education and Experience:

- High school diploma or equivalent required
- Customer service or cashier experience preferred
- Experience with POS systems preferred