

Customer Service Representative



Job Title: Quaker Corner Customer Service Representative

Reports to: Director of Operations & Director of Purchasing and Marketing

Job Purpose:

The Quaker Corner Store is one of ten student-run businesses in Penn Student Agencies. This business helps students and parents by providing a cheaper and more convenient option to the bookstore. It is also the customer service center for all PSA businesses. The Quaker Corner Customer Service Representative supports Quaker Corner by staffing the store and responding to customer inquiries/concerns on behalf of all PSA agencies.

Expectations:

- Cover the front reception desk at Quaker Corner during store hours, and perform general office administrative responsibilities including copying, mail sorting, filing, and responding to emails.
- Greet customers who enter the store in a cheerful and courteous manner.
- Keep the front desk clean and arrange store products so they are presented to customers appropriately.
- Answer the phone and resolve customer service issues efficiently and with little hand-holding.
- Correctly process sales into the store register, and complete register closeouts and deposits.
- Fulfilling the responsibilities of a specialized role within Quaker Corner:
 - **Special Deliveries Captain:** Special Deliveries is a program within Quaker Corner that delivers birthday cakes and care packages to Penn students. The Special Deliveries Captain will work closely with the Director of Special Deliveries Operations. This position is especially great for someone interested in getting experience within all areas of a business, including product innovation, marketing, and logistics.
 - **Inventory Captain:** The Inventory Captain will work closely with the Products and Marketing Manager. Responsibilities for this position includes counting inventory for the store, analyzing sales numbers, providing product insights, and creating marketing content. This position is especially great for someone who loves numbers and wants to play an important role in growing a business.
- Available for other duties as assigned.

Attendance Requirements:

- Attend all scheduled shifts
- Biweekly one-hour staff meetings
- Minimum 50% of PSA Semesterly GBM's (at least 2 GBMs per semester)

Preferred Experience & Skills:

- Must pass a PCI Compliance assessment to handle credit card transactions.
- Must be cheerful and dependable.
- Job requires strong interpersonal skills, telephone etiquette, initiative, problem solving skills, and effective customer service skills
- Must be able to handle angry customers with confidence.

Acquired Skills:

- **Interpersonal Skills:** being able to communicate effectively and professionally is vital to any job and is a skill refined as a CSR from dealing with customer complaints and working with the rest of the CSR team
- **Problem-Solving and Initiative:** each customer service problem at QC is unique and you will learn to take initiative and solve problems independently
- **Attention to Detail:** from taking inventory to closing out, you will develop strong attention to detail as a CSR
- **Commercial Awareness:** you will see firsthand how a business operates and how commercial decisions are made to operate a profitable business
- And many more!!

Wage: Starting at \$8.00 per hour or more, depending on experience. Seniority level compensation acquired each year.

Hours: 7 hours per week.