



## Position Description

Job Title:	<b>Customer Service Associate</b>	Location:	Various
Reports to:	General Manager	FLSA:	Non-exempt
Hired/ Promoted by:	General Manager	Date:	5/07
Department:	Store Operations		

### Position Summary:

The Customer Service Associate works in support of the store management team to facilitate the completion of all store level tasks and performs a variety of tasks related to different areas of the store including food preparation, cash register duties, customer service, general housekeeping and other sales floor related functions.

### Principle Duties:

1. Supports and follows all Wawa safety and security initiatives.
2. Provides a pleasant shopping experience for all customers and responds to customer inquiries in a timely fashion.
3. Operates the cash register pursuant to corporate standards; maintains proper cash levels.
4. Prepares and completes food service orders to meet and exceed customers' satisfaction.
5. Ensures the proper execution of all store level marketing programs.
6. Completes all store housekeeping functions (i.e., cleaning, dusting, sweeping, mopping, emptying trash).
7. Replenishes products and supplies to ensure in stock conditions at all times.
8. Communicates with store manager regarding customer requests and vendor-related concerns.
9. Checks in external and internal vendors according to corporate procedures.
10. Completes other tasks as assigned by store management.

### Requirements:

- Customer service oriented
- Strong interpersonal skills
- Strong verbal communication skills
- Strong organizational skills
- Ability to lift up to 50 pounds
- Reliable transportation

### Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.