



## Position Description

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

### Position Summary:

The Customer Service Manager (CSM) is responsible for managing all aspects of customer service, safety and vendor care. The CSM is a dedicated resource within the store management team responsible for maintaining accurate article level inventory to maximize sales. In addition to leading execution of article level inventory process and achieving stated goals, the Customer Service Manager is required to train and direct customer service associates in customer service, receiving processes, dry-stock maintenance, housekeeping and other tasks necessary for efficient store level operations.

### Principal Duties:

1. Ensures a pleasant shopping experience for all customers.
2. Manages the training, coaching and performance management of customer service associates.
3. Provides subject matter expertise in the area of customer service programs including cash management, “point of sale” maintenance, and cycle counts; maintains accurate article level inventory, follows proper vendor check in processes, and provides housekeeping for the store.
4. Ensures the 24/7 execution of all customer service programs and processes.
5. Ensures execution of established safety, security, quality, and store operations policies, procedures and practices.
6. Analyzes customer service results and trends and prepares action plans.
7. Coordinates daily customer service assignments and activities of associates.

### Requirements:

- Leadership experience in a fast paced retail, food service, or fuel environment;
- High School Diploma or equivalent (additional coursework, training or certifications preferred)
- Experience, skills and abilities consistent with the Team Leader competencies:
  - Coaching and Developing Others
  - Relationship Building
  - Customer Focus
  - Managing Change
  - Responsibility
  - Process Management & Execution
  - Business Drive
- Availability to work all shifts, weekends and holidays

### 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.