



Job Description

Position: Customer Service Lead
Department: Customer Service
Location: Corvallis Main Campus Store
Status: A (Full-time - 35-40 hours per week year-round), non-exempt; hourly

SUBMIT APPLICATION ONLINE AT: <https://osubeaverstore.com/employment.html>

Responsibilities:

1. **100% customer service, 100% of the time.** Provide Best in Class customer service.
2. **100% positive attitude, 100% of the time.** This skill set contributes to an enhanced customer shopping experience
3. Oversee processing of POS sales, including but not limited to returns, A/R charges.
4. Work with Leadership to determine staffing needs, including high volume days like Rush and football game days
5. Train new cashiers and clerks on procedures, establish developmental plans, evaluate performance, and give verbal and written feedback to employees as needed.
6. Assist with coordinating the sale/rental and distribution of OSU graduation regalia.
7. Maintain a safe, healthy and productive work environment for employees.
8. Perform other duties as assigned by the Customer Service Supervisor.

Minimum Qualifications

1. High School Diploma or GED, and
2. Availability to work a flexible schedule, including evening and weekend hours
3. At least one year experience in supervision and training of staff to ensure customer service performance meets or exceeds expectations

Required Knowledge, Skills and Abilities

1. Proven skill in coordinating assignments, scheduling staff and assigning responsibilities
2. Proven ability to effectively communicate in a professional manner
3. Proven ability to use sound judgment when making decisions
4. Strong dependability, work ethic and attendance
5. Ability to use computerized systems, including POS software, MS Office Suite.
6. Ability to work flexible schedules including evenings and weekends to meet the needs of the store.
7. Demonstrated ability to work within a team environment.

Preferred Qualifications

1. Knowledge of Oregon State University
2. Experience supervising retail cashiers and clerks.
3. Experience working high volume, extremely busy environments

Physical Demands: Use a computer keyboard, read a computer screen. Work on your feet for extended periods daily. Bend, stoop, and lift up to 40 pounds.



An effort has been made to develop a complete job description, however; please be aware that the duties and requirements listed herein are not the only duties which you may be required to perform. The omissions of specific statements of duties do not exclude them from being assigned to you if the work is similar, related to a logical assignment to the position, or is necessary in an emergency.

By signing below, you acknowledge that you have read and understand the expectations of your position.

Employee Print

Employee Sign

Date