

# Laundry Warehouse Job Description | Customer Service Attendant

## Job Summary:

Reporting to the Store Manager, the Customer Service Attendant is responsible to ensure that all aspects of the customer experience and store operations are in compliance with the policies, procedures and guidelines set by Laundry Warehouse Management. The primary function of the Customer Service Attendant is to ensure Laundry Warehouse's Customers are approached in a professional and friendly manner, ensuring an excellent experience which includes, greeting them upon arrival, asking if they need any assistance and ensuring that things are running smoothly throughout their time there. Full understanding of how the store operates during business hours including but not limited to: store operations, customer service, store cleanliness policies and store safety policies. Additionally, it includes being able to successfully inform customers of specials and changes that may be taking place in the store and assist/instruct on operation of store equipment. Customer Service Attendant must be able to effectively communicate in both English and Spanish.

**Hours Available:** Full Time and Part Time Positions Available

## Essential Skills:

- Easily engages and maintains exceptional communication with customers
- Good interpersonal and customer facing skills, able to empathize, maintain professionalism, display patience and politeness within a sometimes pressurized environment
- A conscientious, flexible and 'can do' approach
- Can engage, interact and effectively relay information to customers
- Outgoing and easily approachable
- Excellent oral communication skills. Ability to communicate with both customers and colleagues at all levels
- Confidence to deal with difficult situations and to know when appropriate to seek guidance from Assistant Manager/Store Manager
- Proven drive and enthusiasm for providing best in class customer service
- Good team working skills and ability to work with minimal supervision
- Proven desire to update product knowledge and skill set where required
- Engages customers and can easily explain how the store operates and equipment functions

**Main Duties:**

- To ensure company 'best practice' and customer service values are consistent with all company's requirements while providing assistance and guidance to customers
- Making sure that all questions are answered to the best of the CSA ability and approached in a professional manner; Customer Service Attendant should also have a sense of urgency to follow up with customers
- To create a positive customer service experience and provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognizing the importance and benefits of effective team work
- Maintaining exceptional store cleanliness including all customer areas, laundry equipment, vending equipment, folding tables, laundry carts, customer seating areas, floors and inside/outside store entrances
- Process customer purchases through POS system, ensure application of discounts and promotions are applied correctly
- Cash management including drawer, shift register and other store cash management; process customer refunds, seeking guidance where necessary
- POS documents
- Provide point of contact for customer inquiries, dealing with these through to successful outcome
- Provide assistance to customers should an incident occur, seeking guidance in line with company policies

**Desirable Skills/Qualifications:**

- Able to speak in both English and Spanish both written and verbal
- 1- 2 years of Customer Service, Retail, or Laundry experience
- Flexible work schedule

**Other Information:**

This job description reflects the present requirements of the post. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendments.