



## JOB DESCRIPTION

*Count on me – We know what to do, we make it easy, we do our part and we care!*

**Job Title:** FT/PT Customer Service Leader – Office Assistant

**Job Code:** 406/407

**Department:** Front End

**Reports To:** Customer Service Manager

### **Primary Purpose:**

To provide fast, easy, flexible and friendly service to our customers through the achievement of Food Lion customer service standards. Responsible for assisting the Customer Service Manager and the Assistant Customer Service Manager in maintaining standards according to Front End Standard Practice Manual, maximizing sales through excellent customer service.

### **Duties and Responsibilities:**

- Smile and provide prompt, accurate and friendly service while engaging customers to create a positive shopping experience
- Greet each customer and uses his or her name whenever possible
- Avoid personal conversations with other associates when customers are present
- Ensure store office functions are completed accurately and on time using accounting packets; communicates all cash variances to the Assistant Customer Service Manager
- Maintain knowledge of office procedures including cash reports, register checkups, deposits, Western Union, money orders and Coinstar
- Ensure work station and front end area of the store has a neat and clean presentation
- Maintains proper knowledge of all sales associate register functions and Front End accounting services
- Report any register malfunction to the Customer Service Manager or, in the absence of the MOD, place service calls in an efficient manner
- Ensure the MVP savings center KIOSK is filled with paper and properly working
- Performs the task of sales associate when scheduled or as needed per the surge plan guidelines
- Performs the task of the customer lead as needed to ensure service standards are maintained
- Maintain alertness and calls for assistance when needed to service customers per service standards
- Is courteous and helpful to other associates
- Wear the Food Lion uniform, complete with name badge, when on duty, has a neat and clean appearance while adhering to the Food Lion dress code
- Adhere to all company guidelines, policies and standard practices
- Observe and correct all unsafe conditions that could cause associate or customer accidents
- Notify QA of any cleaning issues or maintenance required on front end
- Successfully complete computer based training (CBT) and training aid courses
- Perform all other duties as assigned

**Qualifications:**

- High school graduate or equivalent preferred
- Effective communication and customer service skills
- Ability and willingness to learn multiple tasks and technical requirements of the job
- Ability to perform the technical requirements of cashier and service center
- Must meet minimum age requirements to perform specific job functions
- Must be able to meet the physical requirements of the position, with or without reasonable accommodations

**Physical Requirements:**

- Ability to use computers and other communication systems required to perform job functions
- Perform repetitive hand and arm motions
- Bend and lift products weighing up to 15 lbs. continuously, 25 lbs. frequently, and 50 lbs. on occasion
- Pull or push up to 75 lbs. on occasion
- Stand 100% of the time, frequently walking short distances
- Be able to handle a variety of substances associated with cleaning and packaging materials, fresh fruits, vegetables, house plants/flowers and household cleaners
- Use hands to frequently/continuously handle currency (paper and coin) as well as operate a variety of equipment such as cash register, lottery machine (where applicable), scanner, computer, and calculator
- Frequent reaching and grasping at waist level: occasionally above shoulder or below waist level
- Meet established volume activity standards for the position
- Tolerate working in extreme hot/cold temperatures for up to 20 minutes at a time
- Have sufficient visual ability to check ID cards, checks, invoices and other written documents
- BOTTLES where applicable: Move empty bottles and containers from the front end to the back room

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