

Customer Service Representative (Bilingual)

Classification: Nonexempt

FTE: 0.6; Part Time, 24 hours a week

Salary: \$12 - \$16 per hour based on experience

Reports to: Omaha Retail Manager

Position Creation Date: 3/21/2018

Apply by sending resume to info@motherboardrecycling.org

JOB DESCRIPTION

Objective

The bilingual customer service representative position is responsible for providing customer service assistance to English and Spanish speaking customers. The position is responsible for maintaining guest service, generating sales, housekeeping, merchandising, signing, pricing, cash register operations (POS) and loss prevention in adherence to all Motherboard standards. Additionally, this position will be a team member of the Social Media Team (SMT), responsible for follow through of daily and weekly posts on various social media platforms, as decided by the SMT.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensure that each guest receives outstanding guest service by providing a guest friendly environment, including greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other components of guest service.
2. Maintain an awareness of all product information, merchandise promotions, test merchandise and advertisements.
3. Assist in floor moves, merchandising, display maintenance and store housekeeping.
4. Assist in processing and replenishing merchandise; participate in receiving and monitoring floor stock; ensure re-wraps are done promptly.
5. Adhere to all company policies, procedures and practices, including signing, pricing, and loss prevention.
6. Accurately and efficiently complete all sales transactions and maintain proper cash and media accountabilities at POS registers.
7. Triage guest requests to appropriate personnel.
8. Member of Social Media Team (SMT), responsible for daily and weekly follow through of tasks as determined at SMT meetings.

Competencies

1. Customer/Client Focus.
2. Communication Proficiency.
3. Organizational Skills.
4. Ethical Conduct.
5. Photo and Video Editing.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day. The employee must frequently lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

Occasional evening and weekend work may be required as job duties demand. This position is expected to be present during all retail hours, which are currently Monday through Saturday 10am to 2pm.

Travel

No travel is expected for this position.

Required Education and Experience

1. High school diploma or GED
2. 1-3 years of photo and video editing or evidence of skill set otherwise provided.

Preferred Education and Experience

1. 1-3 years of sales experience.

Additional Eligibility Qualifications

Due to the languages spoken by Motherboard's customers, this position requires an employee who is fluent writing and speaking Spanish and English.

Security Clearance

This position is an Access Employee (AE), responsible for securely handling items containing customer data. As such, background check and routine drug tests are required.

AAP/EEO Statement

Motherboard provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Motherboard complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Motherboard expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Motherboard's employees to perform their job duties may result in discipline up to and including discharge.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____