

# Customer Experience Associate

## Job Description



<b>Department:</b>	Customer Experience	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Manager of Customer Experience	<b>Physical Strength:</b>	Moderate
<b>Salary:</b>	\$18.50/hour	<b>Class:</b>	Union

### Summary

This position is responsible for assisting customers, executing transactions, and creating a safe, welcoming and well stocked online sales experience by performing the following duties.

### Essential Duties

1. Creates and maintains listings on all of Free Geek's active online sales platforms.
2. Ensures that online sales inventory is as stocked, current, secure and well-organized as possible.
3. Provides a safe and welcoming sales experience for customers of all abilities/experience.
4. Assists in the development and documentation of ecommerce policies and procedures, including monthly sales goals.
5. Maximizes income for Free Geek while supporting Free Geek's Mission and Values.

### Job Duties

- Provides excellent internal and external customer service.
- Fills all customer orders with accuracy and timeliness.
- Packs sold items properly and ships on a timely basis per Free Geek policy.
- Processes payments in compliance with all applicable laws and Free Geek policies.
- Responds to customer complaints or concerns per established policies and procedures.
- Communicates sales policies to potential and current customers.
- Maintains current knowledge of market prices for inventory and work to ensure pricing consistency among all staff and volunteers.
- Keeps abreast of frequent emails.
- Works with other Free Geek areas as appropriate to maintain knowledge and relationships necessary for efficient and effective operation of Free Geek's ecommerce operations.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from the Senior Manager of Customer Experience.
- Other duties as assigned.

### Supervisory Responsibilities

This position has no supervisory responsibilities.

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### **Qualifications**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

### **Education & Experience**

Experience in a retail or sales environment. Demonstrated success with online sales. Proven track record of meeting monthly sales goals. Proficiency with using e-mail and internet research. Excellent written and verbal communication skills. Basic knowledge of computers and related hardware preferred but not required.

### **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **Mathematical Skills**

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Computer Skills**

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is frequently required to sit, and talk or hear. The employee is regularly required to stand, walk, reach with hands and arms, stoop, kneel, crouch or crawl. The employee is occasionally required to use hands and fingers to type or dial, climb or balance, exposed to work near moving mechanical parts, outdoor weather conditions, and risk of radiation.

The employee must frequently lift and/or move up to 50 pounds and occasionally move up to 100 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

This position does not require travel.

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**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_