

# Classification Specification: Customer Services Representative

Classification Number: 14112                      Pay Grade:  
Effective Date: April 14, 2014                      Current Exemption Status: Nonexempt

## Position Summary

Provides customer service. Ensures displays and merchandise are stocked, organized and visually appealing. Orders and restocks merchandise and supplies. Manages and coordinates ordering and receipt/transfer of merchandise and handles retail payments. May suggest process markdowns and price changes. Provides guidance to student workers.

## Essential/Primary Duties

- Provides customer service, including interacting with customers on the sales floor and on the phone, and operating the cash register to find items and check out customers. Receive and disburse cash, credit cards or other payment forms.
- Orders merchandise, processes receipt or transfer of merchandise and creates visually appealing displays. May suggest and/or process markdowns and price changes for clearance items as needed. Ensures stockrooms and sales floor are prepped for inventory and assists in completion of inventory and cycle counts.
- Provides guidance to student workers and may serve as manager on duty.
- Manages and coordinates on-line order processing as needed.

## Experience and Education

### Experience

- Zero to three months related experience required

### Education

- High school diploma or GED required

## Physical Requirements

Light work: with some physical demands such as continuously lifting/moving materials less than 25 pounds, but rarely moving more than 25 to 50 pounds.

## Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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## Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of basic computer skills
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers

## Supervisory Responsibility

### Full-Time

None

### Part-Time

None

## Providing Direction

### Full-Time

None

### Part-Time

Sales Clerks

## Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.