**Customer Service Associate**

**Job Description**

**Position Summary**: The Customer Service Associate (CSA) works in support of the store management team to facilitate the completion of all store level tasks and performs a variety of tasks related to different areas of the store including food preparation, cash register duties, customer service, general housekeeping and other  related functions. The CSA ensures an exceptional customer experience that supports our vision to become “fast casual to go with world class convenience”.

**Principal Duties**:

1. Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.  Utilize the GREAT customer service model to ensure customer engagement.
2. Support and follow all safety and security initiatives.
3. Ensure the proper execution of assigned foodservice programs and procedures.
4. Operate the point of sale pursuant to corporate standards; maintain proper cash levels.
5. Adhere to the execution of established safety, security, quality and store operations policies, procedures and practices.
6. Ensure the proper execution of all assigned store level marketing programs.
7. Complete all store housekeeping functions (i.e., cleaning, dusting, sweeping, mopping, emptying trash, etc.).
8. Replenish products and supplies to ensure in stock conditions at all times.
9. Communicate with the management team regarding customer requests and vendor-related concerns.
10. Check in external and internal vendors according to corporate procedures.
11. Complete other tasks as assigned by store management.

## Customer Service Representative

### **Job Summary**

Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.

### **Primary responsibilities**

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Answer questions about warranties or terms of sale.
* Act as the company gatekeeper.
* Suggest solutions when a product malfunctions.
* Handle product recalls.
* Attempt to persuade customer to reconsider cancellation.
* Inform customer of deals and promotions.
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.
* Read from scripts.
* Handle changes in policies or renewals.

**Data encoders** are valuable additions to small businesses. They efficiently enter**data** and carefully follow regulatory and corporate guidelines, policies and procedures during the course of their **work**. Include questions in your interview that address **job** candidates' functional and technical skills

A **production operator**, also known as a machine**operator**, uses equipment to assist with manufacturing, packaging, and other steps along a**production** line. While the exact **duties** may vary from company to company, a **production operator**may be expected to handle heavy machinery such as forklifts.

Sample **Human Resources** Generalist **Job Description**. ... The **HR**generalist carries out responsibilities in these functional areas: departmental development, **Human Resource** Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development, and employment.

Admin Assistant Primary **Responsibilities**: Performs general clerical **duties** to include but not limited to: photocopying, faxing, mail distribution and filing. Coordinates and maintains records for staff office space, phones, company credit cards and office keys. Creates and modifies various documents using Microsoft Office.

The duties and responsibilities of those working as bartenders among the Jollibee food **service crew** members include preparing mixed drinks and serving of wine and beer. ... His/her tasks can also revolve around food preparation, cashier duties, dish cleaning, and food and drink serving.

**Job Description** for **Warehouse Clerk**. Daily **duties** performed by **warehouse clerks** include taking customer documentation to determine items required, assembling custom orders, aiding in processing orders, sorting merchandise, maintaining supplies, verifying inventory, and processing return materials authorizations (RMAs).

# Manufacturing Production Assistant Jobs Description

A production assistant position may be available with a manufacturing or engineering firm. A production assistant is responsible for assisting the manufacturing supervisor and technician in various technical and administrative tasks. Specific duties of a production assistant include assisting manufacturing supervision with shop loading, monitoring program schedules, assisting project managers and shop supervisors with work kit preparation, handling day to day administrative tasks in the division, acting as liaison between production control and manufacturing, ensuring that all the raw materials are stocked in appropriate quantities, availing the workers and technicians with required machineries and equipments and performing several other tasks as required. A production assistant typically reports to a production supervisor.   
A production assistant should have a high school diploma. Prior experience working as a production assistant may be helpful. Excellent coordination skills and the ability to prioritize things is essential.

Most **waiters** and **waitresses**, also called servers, **work** in full-service restaurants. They greet customers, take food orders, bring food and drinks to the tables and take payment and make change. ... Some fine dining restaurants even require servers to prepare specialty food items at a customer's table.

We are looking for a **Data Entry** Operator to update and maintain information on our company databases and computer systems. **Data entry** operator**responsibilities** include collecting and entering **data**in databases and maintaining accurate records of valuable company information.

"Frontliner" is a general term used to describe the customer service employees who play a **role** in a typical sales and service organization. Retail sales and service employees are often referred to as a company's **front-line** workers because they usually have the most consistent, direct interaction with customers.

A customer **service assistant** is the primary point of contact between a business and its customers. If customers want to place an order, find information, get advice, return a purchase or make a complaint, they will invariably talk to a customer **service assistant**.

**Job Duties** and Tasks for: "**Cashier**" 1) Receive payment by cash, check, credit cards, vouchers, or automatic debits. 2) Issue receipts, refunds, credits, or change due to customers. 3) Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change

**Food attendant** encompasses a myriad of workers who serve, prepare and assist customers at restaurants, cafeterias, coffee shops, hotels, hospitals, schools and concession stands. These workers primarily **work** at counters or amid customers, taking orders, collecting money or cleaning tables

Also known as **sales** workers or salespersons, **sales associates** sell retail products and goods, such as equipment, clothes, cars or car parts, etc. **Sales associates work** with customers to find what they want, ensure a smooth **sales** process and process transactions.