

## Staples Canada Inc. Job Description

<b>Job Title:</b>	Customer Service Representative	<b>Job Grade:</b>	3
<b>Reports To:</b>	Services Supervisor (Volume A, B, C, D, H) or Divisional Sales Manager (Volume E)	<b>Job Code:</b>	CSR
<b>Department:</b>	Store Operations	<b>Date Posted:</b>	PILOT 2012

### PURPOSE OF JOB

Required to take an active role in driving sales and services within the front end cash and service area and ensuring complete customer satisfaction. Demonstrates a high degree of customer awareness while accurately and expediently processing customers at the checkout. Responsible for processing all general purchases with a focus on generating add-on sales.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Ensures exceptional customer satisfaction with accuracy and professionalism while processing purchases and customer orders.
- Takes opportunities for add-on sales to customer.
- Assists in the resolution of customer complaints, returns and exchanges.
- Responds to and directs where necessary, customer inquiries related to copy and technology services.
- Provides coverage and assistance in all areas of the store where business needs require and as associate training supports.
- Answers telephones and qualifies and directs customers as required.
- Follows all correct cash register operations, as well as maintaining SKU integrity when entering services into the register.
- Maintains loss prevention and privacy standards by completing appropriate paperwork when presented with refunds or exchanges for data products.
- Accepts proper forms of prescribed tender.
- Properly secures company funds and physical inventory at all cash stations.
- Ensures accuracy of customer orders by spot checking throughout processing.
- Completes and balances all daily cash register paperwork and obtains verification.
- Follows proper customer order procedures including special and pre-paid orders, ensuring order forms are completed and priced correctly.
- Stocks and maintains front-end racks/shelves and merchandise areas as assigned.
- Monitors stock levels of front end paper, supplies, register rolls, shopping bags, etc.
- Accountable for signing in/out and logging in/out of own till when required.
- Has a complete understanding of all company policies and procedures related to this position, as outlined in the training checklist.
- Maintains general cleanliness of all workstations, lunchroom and washrooms as assigned, according to company standards.
- Identifies and communicates suggestions for improvements in all areas of business.
- Checks all sources of communication for information (white boards, bulletin boards, portal, etc).

The above statements reflect the general details considered necessary to describe the principal functions and duties but should not be construed as being a complete description of all of the work requirements. There will be tasks that are necessary and incidental to the job as described above which are inherent in the position and which may also be required.

## Staples Canada Inc. Job Description

- Associate is expected to maintain a safe working environment and follow all company protocols for safety and is required to report any unsafe working conditions to a manager.
- As per policy, required to have personal parcels (bags, totes, backpacks, purses, etc.) checked by a manager prior to leaving the store premises.

### KNOWLEDGE / SKILL REQUIREMENTS

- Ability to resolve customer concerns in a diplomatic manner.
- Ability to engage customers in a friendly and professional manner.
- Capacity to communicate with customers effectively using a variety of mediums.
- Ability to plan, organize and prioritize efficiently to effectively serve our customers.
- Ability to work effectively with ongoing distractions is necessary.
- Can engage appropriately and work as part of a team.
- Capacity to work independently and seek out assistance as required.

### PHYSICAL DEMANDS / WORKING CONDITIONS

- Conditions of the work environment are such that minor stress or physical discomfort may occur.
- You are required to stand in a stationary position for periods of time generally not exceeding two consecutive hours. This would occur while working a cash register.

### RECOMMENDED QUALIFICATIONS

#### Experience:

- Three months to one year of previously related experience is preferred.

#### Education:

- Working towards or successful completion of high school is preferred.

Approved By:	Job Description Committee	Date:	10/15/2010
Last Updated By:	Job Description Committee	Date:	10/15/2010

The above statements reflect the general details considered necessary to describe the principal functions and duties but should not be construed as being a complete description of all of the work requirements. There will be tasks that are necessary and incidental to the job as described above which are inherent in the position and which may also be required.