



Retail Customer Service Associate Job Description

Position Summary

A Retail Customer Service Associate is responsible for creating exceptional customer experiences by greeting customers, answering questions, offering assistance, suggesting items, lending opinions, and providing product information. A successful associate will maintain a professional attitude with sincerity and enthusiasm reflecting the store's commitment to our customer.

Responsibilities, Tasks and Duties

To perform this job successfully, an individual must perform these essential duties satisfactorily:

- Provides excellent customer service
- Monitors inventory; restocks as needed, regularly maintains displays, makes note when stock is low or out.
- Responds to customer inquiries via phone, email and in person
- Regularly cleans, organizes, and maintains store appearance
- Receives, processes, records, displays, and manages new inventory
- Maintains day to day operations at the shop
- Monitors beer and grocery inventory
- Fulfills online orders in a timely manner
- Serves customers by helping them select products
- Drives sales through engagement of customers, and sharing product knowledge
- Greets and receives customers in a welcoming manner
- Processes customer payments
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest
- Remains up to date on industry trends
- Understands, fulfills, and represents the company's mission, vision, and core values

Job Requirements

- Basic understanding of sales principles and customer service practices
- Proficient in verbal and written English language
- Solid communication and interpersonal skills
- Ability to read, write and effectively communicate with customers, peers and management
- Telephone and email etiquette

- Experience and competency using computers and basic computer programs: Microsoft Word, Excel, Email, Social Media, etc. Knowledge of graphic design programs a plus.
- Experience with Square or similar POS experience.
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business
- Ability to work as part of a team and take initiative independent of direct supervision
- Physical demands: Regularly required to walk, kneel, stoop, crouch, reach, lift, carry, navigate stairs, push and pull. This position requires employees to frequently sit for long periods of time while operating a computer. Must be able to lift up to 50 pounds without assistance.
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service

Education and Experience

- Customer service/sales/retail experience
- Experience in the brewing/beer industry preferred
- High school diploma or equivalent
- Associates or Bachelor's Degree in relevant field preferred
- Must have a valid driver's license and reliable transportation
- State approved alcohol server training is required

Required Skills & Proficiencies

- Excellent Customer Service
- Organization
- Sales
- Merchandising
- Product Knowledge
- Merchandising
- General Math Skills
- Dependability
- Attention to Detail
- Time Management
- Team Player
- Written and Verbal Communication
- Interpersonal Skills
- Problem Solving