

The UPS Store #6012

JOB TITLE: SALES ASSOCIATE

EXEMPT: No

LOCATION: 1041 Market Street

REPORTS TO: Center Manager

DATE: 08/15/2014

SUMMARY:

Ensure a customer intimate The UPS Store experience with each customer by providing efficient and effective service to meet and exceed expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Smile. Greet customers and determine how to exceed their expectations.
- Deliver exceptional customer service through customer interaction, actively listening and quality product delivery. Cross-sell and upsell across all profit centers.
- Receive, sort and place mail and package notifications in mailbox modules accurately.
- Record all sales transactions on POS and accurately process cash, check, house account and credit card transactions. Print reports and duplicate receipts as requested.
- Pack contents for shipping using established procedures and products.
- Operate office equipment including all related software packages.
- Receive and process packages for courier shipping, including lifting and weighing packages on scale, accessing Manifesting software, generating labels and retrieving from customer's vehicle when requested.
- Write documents for traces and log shipping claims conversations.
- Assist in merchandising the center, including: stocking shelves with product, ensuring a clean and orderly appearance of product, informing appropriate personnel of inventory levels for re-ordering supplies, being informed of product specifics (i.e. warranties, durability claims, pricing, etc.)
- Close out of POS to include: reconciliation of cash, checks, credit cards, and all other transactions accurately and in accordance with Company policy and procedure.
- Operate copiers, fax machines, binding equipment and all other office machines in a safe, efficient and productive manner. Help customers operate office machines.
- General housekeeping duties.

QUALIFICATION REQUIREMENTS: 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 functions.

Education and/or Experience:

6 months – 2 years customer service experience in a retail environment. POS and computer /document & digital services experience highly desirable.

Language Skills:

- Ability to use tact and diplomacy to maintain harmonious relationships with customers in person and over the phone.
- Excellent verbal and written communication skills.

Other Skills and Abilities:

Ability to lift 50 lbs regularly. Ability to stand for extended periods of time. Manual hand dexterity required to operate POS, copiers and complete customer paperwork. +60wpm preferred.