



Customer Service Cashier Associate

Reports to: Assistant Store Manager & Store Manager

Job Type: Customer Service, Retail

Location: Warminster

Department: Cashier/Register

Wage Information: Hourly or Salary

Full Benefits: Medical, Vision & Dental – 401k company matched

Job Description:

The Customer Service Cashier Associate will be responsible for handling all calls and inquiries for the customer service desk. You will be expected to be courteous to the customer, and work with Management, other departments, and the kitchen team to provide a high level of customer service. It is expected that you will be punctual and conduct yourself at all times in a professional manner.

Duties and Responsibilities:

1. Be able to operate the Counter Point store cash registers.
2. Collect payments by accepting cash & credit card payments for store purchases.
3. Full knowledge of store departments, product locations, and general store information such as hours of operation to handle customer service inquiries.
4. Answer the customer service extension customer calls including voicemail.
5. Be able to take sandwich and deli orders over the phone.
6. Be able to process returns and exchanges through our Counter Point store registers with Store Managers.
7. Be able to answer general catering questions and take messages to relay to the department when needed.
8. It is essential to keep the front customer service desk neat and organized along with the front customer service office.
9. Maintain clean and safe environment including but not limited to; café' tables and chairs, register aisles, customer exit, trash cans, moving carts and baskets to appropriate spot in the entrance vestibule and stocking and straightening the candy shelves.
10. Provide exceptional customer service meeting the Altomonte's brand. This includes addressing each customer, providing the products not found currently on the store shelf.
11. Balance cash drawers by counting cash at the beginning and the end of work shift.
12. Assist with Catering curb side orders
13. Receive in store orders/in store shopping through customer service desk.

