



Job Description

Updated 6/1/04

Job Title: Service Desk

Summary

A Service Desk associate must strive to provide great customer service through the timely and accurate processing of customer transactions. A Service Desk Associate greets customers, scans merchandise, processes all returns, refunds, and exchanges and uses the cash register to close a transaction. The position also includes maintenance and stocking responsibilities as assigned. Since the service desk associate will often be the first and last person a customer will encounter when shopping at Marvin's they should greet each customer when they enter and thank each customer for shopping with us when they leave.

Essential Duties and Responsibilities, Include but are not limited to

- A. Processing customer transactions in an orderly, timely, and friendly manner (credit cards, cash, checks, etc.)
- B. Greeting customers as they enter and exit the store, creating a lasting impression of friendliness to the customer.
- C. Verifying merchandise quantities, descriptions, and prices.
- D. Handing returns, exchanges, and refunds on merchandise.
- E. Answer incoming phones calls in a prompt, efficient, and courteous manner.
- F. Working with other associates to resolve issues regarding receiving, damage, and investigation of merchandise discrepancies and adjusting the perpetual inventory.
- G. Receiving payment on accounts, receiving money from drivers on C.O.D. tickets, and aiding in credit applications.
- H. Completing and filing due tickets for customers needing a later pick-up.
- I. Completing and filing rain checks for out-of stock items.
- J. Counting down all tenders, preparing deposits, and organizing the drawer for the following day.
- K. Managing the credit system according to established company policy and procedures.
- L. Insuring the daily inflow and outflow of paperwork, including filing and storage, is handled in an efficient and precise manner according to established procedures which will include daily reports, all monies, and other documentation as necessary.
- M. Matching vendor shipping tickets and store receiving reports with purchase orders, verifying overages or shortages, and processing receipt of goods in a timely manner.
- N. Placing orders for special order or non-stock merchandise; maintenance and follow-up of these records and timely notifications of store personnel and customers.
- O. Testing and logging all security systems on a daily basis.
- P. Directing customers to items in the store.
- Q. Responsibility for cash and controls to protect company assets.
- R. Ability to maintain a positive customer service-attitude when dealing with customers.



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- S. Following all Service Desk procedures.

Additional Duties:

- A. Ability to accurately determine the difference between similar products
- B. Ability to develop and maintain positive working relationships with customers and associates.
- C. Assists cashiers with any other problems that may arise.
- D. Helps check out customers during busy times.
- E. Cleans and stocks her/his assigned areas.
- F. Other functions as assigned by her/his supervisor.

Qualifications:

Must have good oral/written communication skills in order to effectively interact with customers, vendors, and other associates in person and on the telephone. Must be customer service-oriented and team-oriented. Must have good organizational skills. Must be able to effectively manage multiple tasks simultaneously. Must be able to climb up and down ladders, reach, bend, twist, kneel, lift up to 50 lbs., handle large odd shaped items, and stock items in overhead areas. Must be able to accurately count and distinguish denominations of money. Must be able to work a flexible schedule including weekends, evenings, and holidays.

This job is an hourly position with eligibility for gain-sharing on store performance. There are no guarantees for career progression. This does not mean that you will not be considered for other store positions or opportunities. Marvin's culture is to promote from within and special consideration will be given to Marvin's candidates with experience.

Marvin's, Inc. complies with all applicable equal employment laws, including the Americans with Disabilities Act. Qualified individuals with a disability may request reasonable accommodation from the company.

I have read my job description and understand it.

Print Name

Signature

Date