

Position Description – Best Care Dry Cleaners

Position Title: Customer Service Representative

Reports To: Operations Manager & Production Supervisor

SUMMARY:

Responsible for providing excellent customer service both in person, by email and on the telephone. Always treating customers with integrity and showing respect for their garments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. With other duties as may be assigned.

- Start up computers and complete opening procedures
- Know and have necessary supplies on hand
- Maintain clean neat workspace daily
- Serve customers by receiving their items at the counter or checking them out
- Create invoices and classify garments correctly according to fabric/style
- Price items correctly, up-charging and up-selling when needed
- Check items for any defects in manufacturing and note on invoice
- Inspect garments for stains, discolorations, damages and note on invoice
- Check all pockets, fasten zippers, check buttons
- Return any valuables found in pockets to customer
- Attach barcodes onto garments safely and in designated locations
- Scan items into customer file using barcodes
- Categorizing items into their respective bins as dry clean or wet clean
- Tag all same day and next day orders in a timely manner
- Ensure that all items due for that specific day are ready by 4:30pm
- Contact customer if items will not be ready as promised, if there are any repairs, S.R./Pricing
- Scan completed orders onto the conveyor, account or delivery racks
- Answer telephone to assist customers with any orders or inquiries
- Checking that all closing procedures have been completed prior to leaving

ESSENTIAL DUTIES AND RESPONSIBILITIES (CONTINUED)

- Process cash, credit card, debit and cheque payments for customers
- Scheduling pick-up and deliveries for customers
- Bundle Shirts According to Day promised and Colour
- Folding shirts, wash & fold laundry and Household items as needed
- Clean, sweep, vacuum, dust work areas
- Helping Production Staff to complete same day garments

PERFORMANCE STANDARDS:

The Customer Service Representative's performance is measured by the quality, efficiency, and effectiveness of the service that they provide to customers as well as in their ability to properly identify garments.

QUALIFICATION REQUIREMENTS:

To perform in this position 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.

- Ability to read, write and communicate effectively with customers and CSR's
- Basic numeric calculations, counting, addition, money handling
- Willingness to learn
- Time management
- Patient, friendly, smiling face, eye contact with customers
- Standing for long periods, walk, bending and reaching with hands and arms
- Knowledge of our services and products
- Identify colours, fabrics, patterns and textures
- Work near moving mechanical parts
- Memory and resourcefulness
- Able to tolerate heat, humidity and moderate noise level
- Ability to lift up to 25 pounds

If interested, please send your resume to: Lisa@bestcaredrycleaners.com