



**Title:** Customer Service Representative

**Starting Pay Rate:** \$10.00 per hour, after 60 days \$12.50 per hour, annual review in fall.

**Reports to:** General Manager & Assistant Store Manager

**Benefits:** 40% off merchandise after two weeks of employment

**Starting Hours:** Customer Service Representatives typically work 12-20 hours per week.

**Job Brief:**

A customer service representative will provide products and service information related to running, walking and fitness; and resolve any emerging problems that our customers might face with accuracy and efficiency.

The best representatives are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Problem-solving also comes naturally to customer service representatives. They are confident at troubleshooting and investigate if they don't have enough information to resolve customer complaints.

The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

**Responsibilities:**

- Help fit customers with proper running footwear and apparel
- Build sustainable relationships with our customer base
- Generate sales leads
- Identify customer needs
- Answer incoming phone calls
- Handle customer complaints
- Go the extra mile to benefit our customers