

Shasta's Cones & More

Customer Service Representative Position Description

Title: Customer Service Representative

Supervisor: Student Manager/Supervisor

Pay Rate: \$8.00 - \$8.50/hour

Hours of Work: 20 Hours per week. Additional hours may be available during University break times and summer months.

General Responsibilities:

Provide Customer Service in our exciting on campus Ice Cream retail outlets

Specific Duties:

- Serving customer with item they desire and charging the appropriate amount
- Assist supervisor in training of new staff
- Proper reporting of each sale
- Advising supervisor of low levels of particular stock
- Prepare items for sale such as waffle cones, hot chocolates, etc.
- Seek/listen to suggestions and comments from customer and record for review purposes
- Provide feedback to supervisor in their suggesting of weekly, monthly and seasonal promotions/specials
- Prepare end of shift reports (sales reconciliation)
- Perform end of shift cleaning of equipment and prepare items for proper storage
- Responsible for maintaining standards of customer service and cleanliness as set by their supervisor, the Student Center and/or university
- Other duties as assigned

Qualifications:

- Currently is enrolled in good standing at the University of Houston main campus
- Professional etiquette and communication skills
- Customer service experience preferred
- Ability to work well within a team as well as independently
- Available to work 12 – 20 hours weekly with a set, including nights and weekends
- Able to work and interact within a diverse population of patrons