



Customer Service Associate (Full-time)

HOURS PER WEEK: 36-40

TOP PERKS AND BENEFITS

- Opportunity to evangelize and help others grow in their faith
- Unique way to support Catholic institutions and the greater Christian community
- No evening or Sunday hours
- Centrally located in Grandview Heights area
- Friendly customers
- Positive work environment
- 20% Employee discount
- Eligible to participate in a matched 401(k) Retirement Plan after 1,000 hours worked during one plan year
- Paid Time Off (PTO) after one (1) year of service

RESPONSIBILITIES AND DUTIES:

- Assist customers through their in-store shopping experience
 - o Converse with customers to ascertain their needs or answer questions about products
 - o Direct customers to specific products or sections of the store based on their needs or questions
 - o Complete the sale at the register at the end of the customer's shopping experience
- Assist customers who call in with questions or who want to complete a purchase over the telephone
- Display and arrange product in showroom
- Move and organize product boxes as items are displayed or sold
- Wholesale production activities in between customer interactions such as laminating prayer cards, making sports rosaries and decades, or packaging church incense
- Report to retail store manager and/or member of the ownership team
- Additional responsibilities, as requested by management

QUALIFICATIONS AND SKILLS

- Earned (or in the process of obtaining) high school diploma or equivalent
- Previous retail sales experience preferred, but not necessary
- Good verbal communication skills
- Professional demeanor
- Collaborates well with other members of a team
- Ability to facilitate multiple tasks and objectives at the same time
- Basic computer skills including some data input