

**JOB TITLE:** Customer Service Lead

**REPORTS TO:** Assistant Store Manager /  
Customer Service Manager

**PURPOSE:** To Support the Company Mission, Maximize Financial Objectives and Increase Store Sales by

1. Providing exceptional customer service support
  2. Maintaining service standards at the front of the store
  3. Supervising register operations
  4. Helping with the training and development of Service Associates
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**ESSENTIAL JOB RESULTS:**

**Customer Service Responsibilities**

**EXHIBIT AND CREATE CUSTOMER FOCUS** by

welcoming and greeting customers; modeling a positive customer service spirit; exhibiting a friendly and helpful attitude with customers and associates; using Stein Mart's Customer Service Program and Register Training resources to create a shared vision of service; encouraging associates to promote programs; providing feedback and recognition for exceptional service; encouraging cooperation and teamwork across departments. Participating in special projects and completing other tasks as assigned by store management, including, but not limited to asking customers to apply for Stein Mart's credit card(s) and to become Preferred (Loyalty) Customers or join other loyalty programs.

**MAINTAIN SERVICE STANDARDS AT THE FRONT OF THE STORE** by

working with the Store Management Team to achieve service standards at the front of the store; role modeling exceptional customer service assistance; answering inquiries about products, services and store policies; resolving customer service issues; encouraging associates to promote Stein Mart's programs; ensuring that Service Associates develop proficiencies for customer service, register procedures and Stein Mart policies; evaluating service performance and giving consistent performance feedback; ringing register transactions if not scheduled as the Customer Service Lead; encouraging cooperation across departments to increase productivity and service.

**ENSURE HIGH QUALITY PRESENTATION AT THE FRONT OF THE STORE** by

maintaining an appealing store entrance and register service area; delegating and assisting with daily housekeeping tasks such as: cleaning front windows and doors, refilling register bays with supplies, organizing front of store workspace, helping with front of store recovery and cleaning common areas as necessary.

**Leadership Responsibilities**

**PROVIDE INFORMATION AND COMMUNICATE EFFECTIVELY** by

sharing all information that impacts the work of others in a timely manner; acting as a primary point of contact in the absence of the Customer Service Manager; explaining and assigning daily work tasks to associates; providing ongoing communication to the Store Management Team about work progress, customer service and individual's job performance; recognizing the communication styles and needs of others; utilizing exceptional listening skills; answering questions; giving constructive feedback and being open to receiving feedback from others; giving accurate information about issues as necessary to: Store Management and Asset Protection.

**FOSTER TEAMWORK** by

building relationships that foster a healthy team environment; providing leadership to complete work goals; assisting coworkers with job tasks; encouraging cooperation across departments to increase service and productivity; asking team members to share ideas and suggestions; creating a positive and fun work environment; emphasizing teamwork and team achievements.

**MAKE INFORMED DECISIONS** by

developing a thorough knowledge of Stein Mart's policies and procedures; thoroughly evaluating all relevant information to include the input of others when deciding a course of action; making judgments on business issues that affect customer service and customer satisfaction; collaborating with the Store Management Team as necessary to make fair and sound decisions.

**SUPERVISE AND COORDINATE REGISTER ACTIVITIES** by

providing leadership to Service Associates working at the registers; emphasizing the importance of serving customers in a friendly, efficient and accurate manner; explaining and assigning work tasks; ensuring adequate register coverage to minimize customer wait time in line; answering questions about products or services; approving register transactions requiring management approval; insuring adherence to Stein Mart's policies and procedures; ringing register transactions if not scheduled as the Customer Service Lead.

**HELP TRAIN SERVICE ASSOCIATES** by

using Stein Mart training and development resources to develop job skills; providing information and demonstrating skills to help others learn (i.e. register transactions, customer service techniques, Stein Mart procedures); creating confidence among those learning new skills; giving consistent and effective performance feedback; use coaching skills to improve performance; partnering with Store Management to address and resolve performance issues; contributing feedback for the annual performance review process.

**Asset Protection Responsibilities**

**CONTRIBUTE TO CREATING A SAFE AND SECURE STORE ENVIRONMENT** by

partnering with the Management Team and Asset Protection to implement all asset protection procedures; teaching asset protection procedures to Service Associates; leading efforts at the front of the store for attaining shrinkage goals and promoting a safe work environment to eliminate accidents; ensuring compliance for all register procedures; approving transactions requiring management approval.

**BACKGROUND REQUIREMENTS:**

**Education and Experience:** High school graduate or equivalent (GED). 1 to 3 years applicable customer service work experience. Minimum of 1 year supervisory experience.

**Technical Skills:** Computer keyboard knowledge and experience using a computer in a Windows environment preferred.

**Behavioral Attributes:** Should exhibit a strong interest in working with people. Results oriented with a willingness to follow through, make informed decisions, complete tasks and problem-solve. Demonstrated ability to effectively communicate both verbally and in writing. Ability to assume a leadership role in a supervisory capacity. Exhibited attention to detail with a high degree of accuracy

**Physical Requirements:** Moderate physical effort required. Standing and walking will constitute 95% or more of a work shift. Use of equipment to include but not limited to: reading from a visual monitor, operating a computer keyboard and calculator.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_