

# Customer Service Assistant (Post Office)

## Job Description

### Introduction

As a Customer Service Assistant (CSA), you are often the first point of contact in-store for our members and customers. Your role is key to your store's success, through delivering excellent customer service and contributing to the overall high standards, availability, and compliance of your branch.

You'll be part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

### Values

At Our Co-op, we live by a set of four values. We've highlighted the key tasks and responsibilities of the CSA role against these values, so you can see how you will live these day-to-day.



Obtain knowledge and understanding of the wide range of services and products available through the Post Office and seek to increase sales of these services.

Work with your team to deliver a friendly and helpful service to our members and customers, including at the till point and on the shopfloor.

Encourage customers to become members and support membership campaigns in-store.

Engage with any in-store and/or wider campaigns (e.g. community events) which our co-op is supporting.



Demonstrate an ongoing commitment to learning, whether this be in your day-to-day role or with a view to your progression in the future.

Positively contribute to a working environment which encourages the development of its colleagues. This could be through making the most of opportunities for personal or professional growth offered to you, or through supporting the development of your colleagues (for example, this could be as simple as showing them how to do a task for the first time).

# Customer Service Assistant (Post Office)

## Job Description



### *Unstoppable*

Be constantly vigilant to potential fraud, completing all returns, accounts, and forms in line with procedures and their relevant time scales.

Deliver consistently high standards of presentation in-store.

Maintain great availability through effective stock management processes.

Efficiently and safely manage deliveries.

Share any feedback or suggestions with the management team, whether it be customer feedback or your own ideas as to how our co-op can improve.

Flexibility in supporting other post offices within the business.

### *✓ Do the right thing*

Handle all cash, vouchers, cheques, and other media accurately, with a high degree of security and confidentiality.

Ensure that compliance with statutory and in-house policies, processes and guidelines compliance is upheld at all times, including Health & Safety (e.g. manual handling), food hygiene and safety, cash and price management, stock control and security.

Adhere to our Challenge 25 policy during all age-related transactions.

Help to control the condition of stock and minimise wastage through good handling, rotation, and storage routines.

Comply with any mandatory training, demonstrating a clear understanding of this in your day-to-day role.

We are not saying that the above list of tasks is exhaustive. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

### **Skills & Behaviours**

As a Customer Service Assistant at the East of England Coop you must:

# Customer Service Assistant (Post Office)

## Job Description

- Be friendly and Approachable
- Be a reliable team player
- Have effective communication skills
- Have a positive attitude
- Be engaged and self-motivated
- Be willing to learn and adapt
- Have a basic level of numeracy, literacy, and IT Skills

We're here to serve our communities when they need us, so our post offices are open early til 5.30pm, 6 days a week. Therefore, you'll also need to be flexible regarding your working hours, as and when required.

### **Disclaimer**

Some roles within our co-op may require licence checks (e.g. P250, DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

Colleagues under the age of 18 will not be able to process all age-related sales (ARS), without supervision from a member of the management team.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.