



# **Front Register Associate**

## **Job Description**

**Apply Online or In Store!  
41 East Street, Chicopee, MA**

# **TEDDY BEAR POOLS & SPAS**

**EMAIL APPLICATIONS TO: [AnnaM@Teddybearpools.com](mailto:AnnaM@Teddybearpools.com)**

### **Job Description & Duties**

Front Register Associates serve as customer service representatives and work directly with customers on a daily basis. Associates should strive to maintain a friendly, welcome environment while providing above and beyond service through attending to customer needs. In this role, associates should be able to work effectively in a fast-paced environment. Each day looks different and we expect employees to come in with an open, optimistic mind willing to tackle any projects.

### **Basic Duties & Tasks**

- Create a welcoming experience by greeting each customer in a positive, friendly manner
- Provide excellent customer service through knowledgeable interactions and being familiar with our departments and products
- Work efficiently to minimize customer wait time through accurate transactions
- Maintain and update customer profiles accurately to ensure contact information is correct
- Perform POS transactions using cash, check, and credit and debit cards
- Accurately handling money and making change during transactions
- Follow all company policies during transactions, including Photo ID requirements.
- Learn product codes in order to efficiently and quickly perform transactions
- Maintain store cleanliness including window and surface cleaning, cleaning pools, parking lot, warehouse, and display lot.
- Stocking store products from warehouse and accurately pricing them based off set retail prices.
- Assist customers to their car when in need and being able to lift a minimum of 15lbs
- Politely answer phones and direct customers to the department they need
- Other tasks as assigned by managers and owner

### **Requirements**

- Must be able to stand for a whole shift, within reason
- Position requires the ability to stand, bend, lift, and work long hours at a computer
- Must be able to safely, lift a minimum of 15lbs or preferably more
- Must be customer service oriented, friendly, flexible, and works well with others
- Must be at least 16 years old

### **Scheduling**

- **MUST** be able to work weekends and **ALL** summer holidays (Memorial Day Weekend, July 4th and surrounding days)
- Scheduling flexibility is a must!
- Position requires a minimum of 20-30 hours a week (more hours typically available)