

## **RETAIL CUSTOMER SERVICE PROFESSIONAL**

Friendly Foam Shop is seeking to add a customer service professional with a creative bent to our team. We have 3 retail locations – Seattle, Bellevue, and Everett – providing foam for residential, business, and health care customers. See our website, [friendlyfoam.com](http://friendlyfoam.com), for all we do.

### **Primary responsibilities**

#### Customer service

- Quickly learn foam product line in order to deliver superior product knowledge.
- Ascertain what each customer wants or needs, and recommend the appropriate foam and/or custom sewing for project.
- Accurately determine cost of project.
- Process sales transactions.
- Provide outstanding communication and friendly service.

#### Product fabrication

- Measure and cut foam.
- Write up sewing order and discuss with sewing coordinator, as applicable.
- Ensure product quality during fabrication process.
- Assemble/package customers' orders.
- Follow all guidelines around producing customers' orders in an accurate and timely manner.

#### Store

- Open and maintain the store for business weekdays and Saturdays.
- Provide daily administrative assistance with stock/inventory controls, sales records, and income reconciliation.
- Accurately receive and check in deliveries.
- Clean and ensure the store maintains optimum appearance.

### **Skills and experience**

- At least 1 year customer service or retail sales experience.
- A natural aptitude in understanding common numerical equations and measurements.
- Ability to think creatively to meet customer needs and to diffuse difficult customer issues.
- Ability to translate customer drawings and verbal descriptions into concrete projects.
- Comfortable working with light-duty power tools, and with precision cutting and fabrication procedures.
- Ability to prioritize while handling multiple responsibilities in a fast-paced environment.
- Experience following office procedures that include communicating with suppliers, arranging deliveries, and troubleshooting issues.
- Excellent communication and interpersonal skills.
- Excellent punctuality and attendance.
- Good physical health and ability to handle a physically demanding job.
- Ability to lift and carry bulky 50 lbs.
- An understanding of how to be part of a winning team and how to contribute to that success.

Full-time position. \$14–\$16 per hour, DOE. 3 weeks' paid time off per year.

Candidates are subject to reference checks and to criminal background checks.