



# APPLE CRATE

• NATURALS •

**Fayetteville**

## **Customer Service Manager**

- \$18.00-\$22.00 an hour

### **Role Summary:**

The Customer Service Manager at Apple Crate Naturals will oversee all front-end operations, ensuring smooth and efficient customer service. This role involves managing cashier staff, maintaining store appearance, and addressing customer inquiries and concerns. Additionally, this position includes assisting with the care of produce, managing sales staff who help customers on the floor, and ensuring staff are knowledgeable about our products to educate customers effectively. The ideal candidate is customer-focused, detail-oriented, and possesses strong leadership skills. As we are relocating to a larger space, the Customer Service Manager will also play a key role in establishing new protocols and procedures, and should have experience in or enjoy creating and implementing new systems.

### **Responsibilities:**

- Supervise and manage front-end staff, including scheduling, training, and performance evaluations.
- Ensure excellent customer service is provided by all front-end staff.
- Handle customer complaints, returns, and inquiries in a professional and timely manner.
- Maintain a clean and organized front-end and sales floor.
- Oversee cash handling procedures and ensure all transactions are accurately recorded.
- Assist with the care and presentation of produce to ensure freshness and quality.
- Manage staff working on the sales floor in both the grocery and supplement departments.
- Ensure staff are well-trained and knowledgeable about our products, enabling them to educate customers effectively.
- Collaborate with other store managers to ensure smooth overall store operations.
- Monitor inventory levels of front-end supplies and reorder as necessary.
- Implement and enforce store policies and procedures.
- Establish and implement new protocols and procedures as we transition into a larger space.
- Conduct regular team meetings to communicate goals, updates, and address any issues.
- Assist in sales promotions and store events to enhance customer experience.
- Perform other duties as assigned by the store manager.

### **Qualifications:**

- High school diploma or equivalent; some college coursework preferred.
- Proven experience in a retail environment, preferably in a supervisory or managerial role.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Ability to handle multiple tasks and prioritize effectively.
- Strong problem-solving skills and the ability to make decisions under pressure.
- Basic math skills and experience handling cash transactions.
- Experience in creating and implementing new procedures and protocols is highly desirable.
- Familiarity with health food products and a passion for healthy living is a plus.
- Ability to work flexible hours, including evenings, weekends, and holidays.

### **For Full Description and Apply:**

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