



## NOW HIRING

**ASSISTANT CUSTOMER SERVICE/REGISTER MANAGER**

**Store Location:** 1150 West Street, South Amherst, MA 01002

**Department:** Registers

**Job Status:** Full Time

**Reports To:** Customer Service Manager, Upper management, Ownership

**Grade/Level:** High School Diploma or Equivalent preferred

**Work Schedule:** Managers, Assistant Managers and Supervisors and buyers are expected to have weekend, weekday, day, evening & holiday availability. As part of the management team it is an essential function of the job to have management coverage each day of the week, including weekends. 40 hours per week - Minimum of three closing shifts.

**Amount of Travel Required:** NA

**Positions Supervised:** Cashier/Bagger, Head Cashiers

### OVERALL RESPONSIBILITY

- Customer Service
- Sales
- Cleaning
- Answering telephones
- Assisting Manager with hiring and dismissal of department employees when necessary
- Maintaining customer service standards
- Oversee daily front end operations

### KEY JOB DUTIES (not exhaustive)

- Upholding store policies and procedures as well as department policies and procedures
- Assist department manager in the outline and implementation of department policies and procedures
- Assisting Manager with Scheduling
- Assisting Manager with yearly reviews
- Monitoring cashier accuracy and honesty
- Training cashiers
- Training and coordinating head cashiers
- Training and coordinating night supervisors
- Ringing customers, bagging, cart retrieval
- Delegating tasks to department employees
- Exceptional customer service
- Check and respond to email throughout business day
- Manage COG, payroll and inventory
- Attend scheduled manager's meetings in manager's absence and Pass along pertinent information to department employees
- Maintain regular and prompt attendance at worksite
- Perform other duties as assigned

**Fill out an application at:** <https://www.atkinsfarms.com/employment-application/>

**Email resumes to** [rihana@atkinsfarms.com](mailto:rihana@atkinsfarms.com)

Atkins Farms is a locally owned and operated business located in South Amherst, MA. We strive to exceed our customers' expectations by providing the highest quality selections possible, locally produced, and privately labeled goods as well as conventional and seasonal products. We provide a safe, clean, and comfortable shopping environment, with exceptional customer service from a staff of dedicated and knowledgeable employees. Customer satisfaction is our goal. We believe that actively supporting community events and local organizations strengthen the community. Atkins Farms offers employee benefits and competitive wages based on experience and skills.