

The Southern Baptist Theological Seminary

Position Description

Position Title: Guest Service Associate

Department: 5th & Broadway

Position Code: I0444

Date Prepared: 5/1/15

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The purpose of this position is to provide knowledgeable and friendly customer service, to neatly display and accurately stock inventory, to sell production and postal products, and answer retail, production and mailing questions.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Politely greet all customers with a smile
- Assist patrons with package pickup
- Accurately complete work orders
- Answer questions related to mailing and production services
- Apply current pricing structure to work orders and communicate effectively when answering questions
- Collect payment for all services
- Balance cash drawers
- Sell USPS and UPS products and services, replenish stamps and supplies as needed
- Gain a thorough understanding of the Domestic and International Mailing Manuals, UPS rates and regulations, USPS forms, and SBTS policies and procedures
- Sort and post incoming external and interoffice mail effectively and efficiently
- Prepare mail and other shipping items for all carriers
- Track postage due and metered postage
- Process package notice for express, insured, certified delivery confirmation, etc.
- Meter outgoing mail
- Perform courier services
- Assist in processing bulk mail
- Produce high quality documents on time for distribution to SBTS constituents
- Use technology skills which include complex print functions, software knowledge and complex copy machine functions
- Produce high quality finish work on items using knowledge of binding, cutting, folding and other machines as needed

- Provide support for walk-up copiers including, but not limited to, removing misfeeds and checking on toner problems
- Maintain organized and professional appearance in all areas at all times
- Work with constituents of the Seminary including faculty, staff, students, alumni and guests on a daily basis. Must be professional and accommodating within the established guidelines. This will require self-confidence, respect and knowledge while working with customers on the telephone and in person
- Exemplary customer service is imperative. Must be intuitive to anticipate the needs of guests, possess a desire for continued growth in the area, and maintain an attitude of service
- Must be able to work as a team within the office and throughout Hospitality Services for the common goal of developing and nurturing a culture of excellence in service

Performs other duties as may be assigned by supervisor.

EDUCATION:

The person in this position should have a high school diploma.

EXPERIENCE:

The person in this position should have retail experience.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Assistant Retail Manager.

WORK ENVIRONMENT:

The person in this position will work in a fast-paced store setting, intermittently sitting, standing or stooping. Typically standing or walking.

EQUIPMENT:

The person in this position will use the following equipment: labeler, postage meter machine, tabbing machine, computer and register.