

## **FT PERSON TO SHIP FUN STUFF TO CLEMSON FANS!**

**Position: Retail Mail Order/Sales Clerk**

### **Hours of work:**

Full time position with hours between 9-7 Monday through Saturday and 12-6 on Sunday.

It is a requirement of the position to work all Clemson home football Saturdays. Some overtime may be required during Clemson home football game weekends and Christmas holidays.

### **Successes and Goals of the Position**

Goal: Zero mistakes processing orders.

Goal: Quick, efficient and timely fulfillment of orders.

Goal: Making wonderful Clemson fans happy with our quick, efficient and friendly service.

Success: Getting orders out in time and correctly for Santa's delivery and throughout the year.

Success: Being an integral part of a smoothly operating team.

### **Duties of the Position:**

Duties of the mail order/retail clerk position include but are not limited to the following:

Process and ship web/mail/phone/fax orders to our great Clemson fans from time of receipt to the time they go out.

This involves many steps and careful attention to detail is required. Mistakes in shipping are quite costly both in time and money. They create a great inconvenience to the customer. Instructions must be followed carefully.

Handle and process customer mail order returns on a quick and timely basis.

Give excellent customer service over the telephone to mail order customers and callers. You are the only connection this customer/caller has to our store, so it is important that you represent the business in the best way possible.

Filing of office, invoice, order and mail order documents. This must be done on a daily basis to ensure quick retrieval of important information.

Preparing merchandise for the store, such as pricing, putting together baby gifts, tagging, filling candy packages, etc.

Working in the stockroom(s) and straightening merchandise, folding merchandise, some counting and checking in merchandise.

Working in the retail store as sales clerk (when scheduled or when mail order not busy), providing excellent customer service, and cashiering.

Basically, the job requires doing just about anything that needs done that is related to the retail operations that does not include management duties.

Wages commensurate with experience.