



Pyramid Management Group, LLC

Crossgates Mall

Job Description

Position: Customer Service Representative
Part Time

SUMMARY: Aids in maintenance of Customer Service Center; provides assistance to customers in need.

DUTIES & RESPONSIBILITIES:

1. Answer telephone and direct callers to appropriate department.
2. Sell gift cards to customers.
3. Loan out wheelchairs to customers.
4. Page customers in emergencies.
5. Make PA announcements regarding store promotions and mall events.
6. Provides directorial assistance to customers.
7. Provides information about the mall to customers.
8. Completes gift card paperwork for review by Assistant Marketing Director.
9. Reconciles and deposits gift card funds.
10. Any other assignments directed by the Marketing Department.

AVAILABILITY: Must be able to work-
Night Shifts during the Week
Weekends (Day & Night)
Holidays

EDUCATION: High School or GED preferred

EXPERIENCE: One to three months experience working with the public required.

OTHER QUALITIES: Must possess ability to effectively communicate with public on a regular basis. Pleasant personality. Ability to use the following types of equipment: Gift Card System, Cash Register, Phone, Calculator and Copy Machine.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

The noise level in the work environment is equivalent to a busy shopping mall with an active telephone.