**Job profile**

*Job title:* **Customer Service Assistant**

*Job goal:* To help Book Fair customers with their purchases and enquiries in a pleasant, polite and efficient manner

*Positions available:* Six to eight [Change this to meet the needs of your school]

*Key responsibilities:*

* When the Book Fair arrives, set up a cash desk with calculator, pens, sales record sheets, customer order sheets, stock list etc. and ensure it is tidy, safe and easy for customers to access
* Familiarise yourself with the books available and their prices so you can help customers with their enquiries more efficiently
* Take customer payments in cash, cheque or gift vouchers and accurately record all sales information
* Liaise with Accountants to ensure that all monies are safely and correctly counted and stored
* Take payment and details of all customer orders and liaise with Inventory Specialists to ensure that they are ordered correctly from Book Fairs

*Skills and qualities required:*

* Confident working with numbers and handling money
* A methodical and responsible approach to recording details
* Polite and friendly attitude to put customers at ease
* Works well within a team